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# KEVIN C STEWART

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## QUALIFICATIONS SUMMARY

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- Detail oriented with a passion for Ticketing and extensive experience in systems troubleshooting
- Demonstrated superior leadership and decision making skills with the means to adapt quickly
- Proven ability to manage multiple high priority tasks with minimal supervision
- Strong computer proficiencies with a variety of programs and applications on multiple platform

## TECHNICAL SKILLS

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ATS • SnApp • MyMagic+ • WISHES • Microsoft Office Suite • Smartsheet  
Axis • Lilo • TravelBox • ServiceNow • SharePoint • Jira • CastAPP

## PROFESSIONAL EXPERIENCE

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### WALT DISNEY PARKS and RESORTS

2006-Present

#### **Financial Analyst**, *Walt Disney World Ticketing Administration*

- Build and validate ticket products in multiple environments including SnApp and TravelBox
- Use reporting tools to track progress of project work across all ticketing applications

#### **Project Specialist/User Acceptance Tester**, *Operations Systems Integration*

- As part of the Ticketing Replacement Project, assist with creating and executing test cases associated with ticketing system
- Provide insight for User Acceptance Criteria as a Subject Matter Expert

#### **MyMagic+ Specialist**, *Disney Vacation Club Member Services*

- Partner with Disney I.T. to efficiently resolve technical breaks pertaining to a variety of DVC systems
- Take the lead in designing and updating training material for my team as well as other business units within Disney Vacation Club

#### **Project Assistant/Avengers Team**, *Operations Systems Integration*

- Core Trainer focusing on the continued development of my team by facilitating troubleshooting techniques, upcoming initiatives, and discovering workarounds pertaining to MyMagic+
- Applied leadership skills while partnering with and training Cast Members across numerous business units to efficiently and effectively resolve technical issues using a variety of computer applications

#### **Core Facilitator**, *Disney University*

- Utilized strong communication and technical skills while facilitating Guest Relations Core classes
- Contributed to the updating of training curriculum for Guest Relations Overview, ATS, and CastAPP courses

#### **Guest Relations Host**, *Walt Disney World Resort*

- Coordinated the *Magic Kingdom* Park Administration Desk by assisting the Park Duty Manager with handling confidential information and reports in a time-sensitive environment
- Demonstrated superior communication skills to assist in reconciling challenging Guest service situations, delivering guided tours to large groups, and training new Guest Relations Cast

## EDUCATION

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University of Central Florida – Orlando, FL : I.T./Web Development

Present

The University of West Alabama – Livingston, AL : Business Administration

2004-2007