KEVIN C STEWART

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QUALIFICATIONS SUMMARY

- Detail oriented with a passion for technology 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

**HTML/CSS/JavaScript • SnApp • MyMagic+ • WISHES • Microsoft Office Suite
Axis • Lilo • TravelBox • ServiceNow • SharePoint • Jira • Smartsheet**

PROFESSIONAL EXPERIENCE

WALT DISNEY PARKS, EXPERIENCES and PRODUCTS   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 systems
- 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

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

The University of West Alabama – Livingston, AL : Business Administration   *2004-2007*