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# TIFFANY REYES

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## EXPERIENCE

### TICKETING SPECIALIST, THE WALT DISNEY COMPANY – JAN 2022-PRESENT

- Assist guests and cast members by providing comprehensive information about park tickets and policies using numerous software applications.
- Manage high volume inquiries in a timely manner to assist with information to help with cast member onboarding process in their respective departments.
- Lead in providing unique solutions and recovery to ticket escalations or errors while maintaining positive relationships with clients.

### DISNEY COLLEGE PROGRAM (MERCHANDISE/FOOD & BEVERAGE) – JULY 2021-JAN 2022

- Facilitated event set-up and merchandise distribution of after-hour events for thousands of guests.
- Utilized problem solving skills through guest recovery and special accommodations to ensure guests' individual needs are met with proper brand voice and efficiency.
- Aligned with business goals of staying up to date on new park information to better assist with guest inquiries or directions in a high volume location.

### RENTAL OPERATIONS REPRESENTATIVE (CONTRACT), WYNDHAM DESTINATIONS – MAR 2021-AUG 2021

- Coordinated clients' demand and business needs of over 150 rental listings daily across all properties.
- Organized a successful reintroduction of WorldMark rental properties through the presentation of benefits to stakeholders.
- Cultivated a cross departmental knowledge share atmosphere that defined standard operating procedures and policies for existing team members and new hires.

### AREA MANAGER, AMAZON – DEC 2020-MAR 2021

- Analyzed labor forecasts to create solutions that exceeded the facility's productivity and quality assurance goals.
- Mentored a team of 100 associates daily with the goals of warehouse safety, increased stow rates, and their career growth with the company.
- Identified areas of opportunity for improvement through performance metrics calculations and removed possible blockers of daily operation.

### MARKETING ASSISTANT, UCF ALUMNI CENTER – JUN 2018-DEC 2019

- Independently managed day to day messaging, engagement, and promotion for the UCF Alumni instagram audience.
- Supported marketing team in analytics, strategy, and project planning across multiple social media platforms ensuring delivery for content for the company.
- Created content and designed audience oriented graphics that were shared across social media platforms that boosted following by 30% within the first 6 months.

## EDUCATION

### B.S. IN BUSINESS ADMINISTRATION, MARKETING – UNIVERSITY OF CENTRAL FLORIDA, 2019

## SKILLS

- Microsoft Office, Adobe Creative Cloud, Joomla, Wordpress, Python, Lilo, GSS, Social Media Management