

Tiffany Reyes

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SKILLS & ABILITIES

Languages

- Typescript
- JavaScript
- JSON
- HTML
- CSS/SCSS
- Python
- SQL

Operating Systems

- Windows 11/10/8
- Mac OS

Frameworks

- Angular
- NoSQL
- NodeJS
- MongoDB

Programs & Tools

- VS Code
- Angular CLI/Material
- Swagger
- GitHub/GitLab
- Jira/Confluence
- npm
- Microsoft Office 365
- Adobe Creative Cloud

Additional Skills

- Agile Development
- RESTful APIs
- Regression Testing
- Customer Advocacy
- Process Documentation
- Fluent in English
- Proficient in Spanish

WORK EXPERIENCE

Ticket & Processing Coordinator

EBG Solutions (Orlando, FL)

Feb. 2024-Present

- Troubleshoot backend technical issues and API failures for clients to reach a resolve in a timely manner.
- Respond to call center agent inquiries and educate them of how to use software systems.
- Lead in ticket creation for highly escalated issues and delegate them to the proper channels to be addressed while keeping clients up to date on their issues.
- Collaboratively work with team to complete issue inquiries within JIRA and meet goals of 80 tickets a day.

Ticketing Specialist

Walt Disney World (Orlando, FL)

Jan. 2022-Feb. 2024

- Assisted guests, cast members, and retirees by providing comprehensive information about park tickets and policies using a variety of internal software applications.
- Led in providing unique solutions and guest recovery to ticket escalations or account errors while maintaining positive relationships with clients and cast members.
- Documented unique troubleshooting cases in shared company knowledge base for expedited resolutions as well as creating documentation for cast members' onboarding process.

College Program (Merchandise/F&B)

Walt Disney World (Orlando, FL)

July 2021-Jan. 2022

- Facilitated event set-up and merchandise distribution of after-hour events for thousands of guests while staying up to date on park information for guest inquiries in high-volume locations.
- Utilized problem solving skills through guest recovery and special accommodations to ensure guests' individual needs are met with proper brand voice and efficiency.

Rental Operations Representative (Contract)

Wyndham Destinations (Orlando, FL)

Feb. 2021-Aug. 2021

- Coordinated clients' demand and business needs of over 150 rental listings daily across all properties.
- Organized a successful reintroduction of World Mark rental properties post global pandemic through the presentation of property portfolio benefits and projection metrics to stakeholders.

Marketing Assistant

UCF Alumni Center (Orlando, FL)

June 2018-Dec. 2019

- Independently managed day to day messaging, engagement, and promotion for the UCF Alumni Instagram audience while moderating posts and scheduling content releases.
- 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

Bachelor of Science in Web Development

Bellevue University (Bellevue, NE)

Bachelor of Science in Business Administration, Marketing

University of Central Florida (Orlando, FL)