

Tiffany Reyes

Winter Garden, FL | 407-912-3680 | tiffanyreyes.tr@outlook.com
github.com/tiffanyreyes | https://tiffanyreyes.github.io/tiffanyreyes

SKILLS & ABILITIES

Languages

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

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/NuGet
- Microsoft Office 365
- Adobe Creative Cloud

Additional Skills

- Agile Development
- Waterfall Development
- RESTful APIs
- Regression Testing
- 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 B2B and B2C users to reach a resolve in a timely manner.
- Respond to call center agent inquiries and educate them of how to use software systems.
- Monitor system functions to ensure things like mapping errors, bugs, and misinformation are directed to proper avenues to be fixed.
- Collaboratively work with team members 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.
- Managed high volume inquiries in a timely manner to provide information that assisted cast members' onboarding process in their respective departments and segments.
- 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.

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.
- 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 the latest park information to better assist with guest inquiries or directions in various high-volume locations throughout the parks and resorts.

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.
- Cultivated a cross departmental knowledge share atmosphere that defined standard operating procedures and policies for existing team members and new hires.

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.
- Supported marketing team in analytics, strategy, and project planning across multiple social media platforms that boosted following by 30% within the first 6 months.

EDUCATION

Master of Science in Computer Information Systems

Bellevue University (Bellevue, NE)

Disney Aspire

Bachelor of Science in Web Development

Bellevue University (Bellevue, NE)

Disney Aspire

Bachelor of Science in Business Administration, Marketing

University of Central Florida (Orlando, FL)