

# 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 ensuring timely 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

### **Master of Science in Computer Information Systems**

2025

*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)*