William Lua

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EXPERIENCE

Disneyland Resort *Anaheim, CA*
Attractions Cast Member *Feb 2024 – Present*
- Operated complex attraction systems while adhering to strict safety and operational guidelines.
- Managed high-volume guest interactions with efficiency and professionalism during peak park hours.
- Ensured seamless crowd flow and minimized wait times through strategic queue management and guest communication.
- Adapted to dynamic situations, such as weather changes or technical issues, while maintaining a calm and composed demeanor.

ADEX USA WEST *Orange, CA*
Jr.Processor / Data Entry Clerk *Jan 2023 – Feb 2024*
- Leveraged advanced mobile technology, such as the Honeywell CK65 Handheld computer, to scan and update flight hardware data, contributing to accurate tracking across warehouse databases.
- Troubleshot and resolved connectivity issues between the Honeywell CK65 and the network, minimizing downtime and maintaining data integrity.
- Modified code and configurations on the Honeywell CK65 as needed to optimize functionality and ensure seamless integration with the network.
- Coordinated with cross-functional teams (e.g., IT, warehouse, and operations) to streamline processes and improve inventory management.
- Created reports and tracked key metrics to ensure product availability and support supply chain operations.

Americor *Irvine, CA*
Data Entry Clerk *Mar 2022 – Jan 2023*
- Reviewed and accurately entered detailed information into proprietary database systems, ensuring timely updates and data integrity.
- Scanned and organized incoming mail, attaching critical documents to electronic files to streamline access for team members.
- Responded to high volumes of email correspondence promptly and professionally, maintaining strong communication standards and client satisfaction.

EDUCATION

Undergraduate UNIVERSITY *Fullerton, CA*
Bachelor of Science in Computer Science *Dec 2024*
- Concentration: Cybersecurity
- Cumulative GPA: 3.0/4.0

Fullerton COLLEGE *Fullerton, CA*
Associate of Science in Mathematics and Science *Dec 2021*
- Cumulative GPA: 3.1/4.0; Dean's List (2019)
- Computer Science Club

ADDITIONAL

Technical Skills: Proficient in Python, JavaScript, C++, Network Security
Languages: Fluent in English and Spanish