

PROFESSIONAL PROFILE

- Extensive leadership and administrative experience with consistently increasing responsibilities in coordinating human and fiscal resources to complete projects.
- A talent for analyzing problems, developing and simplifying procedures, and implementing innovative solutions.
- Proven ability to successfully execute complex projects.
- Developed and implemented systems using current technology to analyze complex data for decision making.
- Proven ability to motivate and effectively lead a diverse workforce.
- Straightforward leader with excellent analytical, organizational, and creative skills.

KEY SKILLS

Leads with Passion
Dot Collector
Idea Collaborator
Purpose Driven
Business Savvy
Technology Proficient

WORK EXPERIENCE

DISNEY PARKS, EXPERIENCES & PRODUCTS

LAKE BUENA VISTA, FLORIDA (2003-PRESENT)

SENIOR MANAGER, DISNEY UNIVERSITY OPERATIONS & TECHNOLOGY (2012-Present)

- Accountable for the strategy and execution of all onboarding programs for hourly, salaried and executive audiences located on the U.S. east coast, totaling in excess of 40,000 participants on a yearly basis.
- Lead the overall educational experience for all participants in the College and International Programs for both the Disneyland® Resort and the Walt Disney World® Resort, numbering over 8,000 participants at any one time.
- Engineered key performance metrics to help drive productivity and efficiency within a high-volume and high-visibility businesses, including learning facilities, day-to-day operations, leadership and executive programs. These metrics have resulted in a 30%+ reduction in operating expenses and labor redeployment in a two-year period.
- Revitalized the curriculum offerings for Internships & Programs, utilizing a forward-looking approach in determining demand and impact with this audience. These changes have resulted in a simultaneous 65% increase in participation and 30% reduction in labor expense.
- Lead Walt Disney Parks & Resorts strategy and utilization of the learning management system, steering work prioritization and initiatives to best support our business and influencing partners to support the ongoing maintenance and governance of the system.
- Redesigned learning content for guest-facing administrative staff to strengthen employee abilities within the individual businesses. Both participant and leader feedback indicate these changes have made immediate positive changes within their work areas.
- Simplified and strengthened the process to recruit, train, and manage facilitators to teach curriculum in our signature orientation program.

EDUCATION

Certificate
Coding BootCamp
University of
Central Florida
Orlando, Florida

MBA
BA in Business
University of Florida
Gainesville, Florida

LEARNING & DEVELOPMENT MANAGER, COLLEGE & INTERNATIONAL PROGRAMS (2009 – 2012)

- Responsible for the overall educational experience for all participants in the College and International Programs for both the Disneyland® Resort and the Walt Disney World® Resort.
- Enhanced learning strategy to incorporate a single approach in education operations, create organizational efficiencies and increase overall capacity by 20%.
- Developed and implemented a workforce planning model to adjust to a decrease in demand
- Championed the redesign of course evaluations to better gauge the student's overall class satisfaction and provide actionable feedback to instructors and leadership. The results provided the key drivers that affected satisfaction with the course content and facilitation.
- Project leader for research study examining transferable skills students acquire while on an internship. Presented study at several academic conferences in 2009 and 2010.
- Project leader for research study examining intercultural student development while participating in an internship. Study is currently in progress with anticipated completion in late 2010.
- Designed and implemented a new library system for the Vista Way Education Center to improve system efficiency and track resources more accurately.

SEGMENT LEARNING & DELIVERY MANAGER, DISNEY UNIVERSITY (2008-2009)

EDUCATION OPERATIONS & DELIVERY MANAGER, DISNEY INTERNSHIPS & PROGRAMS (2005-2008)

TEAM LEADER/REGISTRAR, EDUCATION OPERATIONS, DISNEY UNIVERSITY (2004-2005)

COLLEGE PROGRAM INSTRUCTOR, DISNEY UNIVERSITY (2003-2004)

VANDERBILT UNIVERSITY, NASHVILLE, TENNESSEE (2001-2003)

ASSOCIATE DIRECTOR, MBA ADMISSIONS & MARKETING, OWEN GRADUATE SCHOOL OF MANAGEMENT (2001-2003)

UNIVERSITY OF FLORIDA, GAINESVILLE, FLORIDA (1989-2001)

ASSISTANT DIRECTOR, MEDICAL/HEALTH ADMINISTRATION, COLLEGE OF DENTISTRY

ACTING ASSISTANT DIRECTOR OF STUDENT SERVICES

WARRINGTON COLLEGE OF BUSINESS ADMINISTRATION, FLORIDA MBA PROGRAMS