

# Marissa Ziviski

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## Education

**The University of Toledo;** Toledo, Ohio

Bachelor of Business Administration

*AACSB Accredited College of Business Administration*

**Major:** Accounting

**Minor:** Business Law

Expected Graduation: **May 2027**

Overall GPA: **3.87**

## Work Experience

**Fleitz Pumpkin Farm,** Oregon, OH

**September 2024 – November 2024**

*Donut House Cashier*

- Quantify revenue by keeping track cash, credit, and debit transactions.
- Track donut inventory, ensuring donuts are fresh and organized while following health and safety protocols.
- Cultivate a positive pumpkin farm experience by assessing customer inquiries regarding donut order pickups.

**Paddy Joes,** Oregon, OH

**May 2023 – September 2024**

*Hostess*

- Collaborated with over 15 team members to provide excellent customer service.
- Answered guest inquiries, concerns, and complaints with professionalism and empathy.
- Welcomed and seated 100+ guests per day, providing them with menus in a friendly and professional manner

**Disney College Program – Chef Mickey's,** Lake Buena Vista, FL

**June 2025 – January 2026**

*Hostess*

- Deliver exceptional guest service in a high-volume, fast-paced character dining environment, welcoming hundreds of guests daily with warmth and professionalism.
- Manage reservations, coordinate table assignments, and ensure efficient guest flow while maintaining Disney's standard of excellence.
- Communicate effectively with culinary and service teams to support seamless dining experiences and magical character interactions.
- Handle guest inquiries and resolve concerns promptly to enhance satisfaction and uphold brand reputation.
- Demonstrate adaptability, teamwork, and strong problem-solving skills in a dynamic hospitality setting.
- Consistently upheld the Disney Look guidelines, maintaining a professional appearance in alignment with brand standards and guest expectations.
- Demonstrated strong understanding and daily application of Disney's Four Keys (Safety, Courtesy, Show, Efficiency) to ensure a positive and immersive guest experience.
- Maintained a polished, welcoming demeanor and adhered to strict grooming, costuming, and behavioral protocols as part of representing the Disney brand.
- Supported company-wide values by modeling reliability, punctuality, and attention to detail in all interactions and duties.

## Activities

**National Honor Society,** Clay High School

**October 2023 – May 2024**

*Member*

- Planned and executed 10+ projects and initiatives with fellow National Honor Society members.
- Maintained more than a 4.0 GPA, demonstrating strong commitment to academic success and excellence.
- Completed 200+ hours of community service with St. Charles Hospital, Oregon Branch Library, and school events.

**Volunteer Focus/Strive,** Clay High School

**August 2022 – May 2024**

*Member*

- Participated in 7 fundraising campaigns to support numerous community initiatives.
- Engaged with over 20 community leaders to understand and address their organizations' needs.

- Assisted in planning and organizing community events such as Breakfast with Santa and Easter Egg Hunts.

## Volunteer Experience

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**LGPA Dana Open**, Highland Meadows Golf Club

**July 2023**

- Tracked guest requests, paying attention to detail and making sure all amenities were in place.
- Managed inventory of locker room supplies, including towels and toiletries, while keeping them well-stocked.
- Maintained the confidentiality and privacy of players, ensuring a respectful and professional golfing environment.

**Toledo Lucas County Public Library**, Oregon Branch Library

**(Seasonal) May 2022 – August 2023**

- Promoted library services and programs to the community, enhancing public awareness and participation.
- Managed clerical tasks such as data entry, filing, and maintaining records, ensuring efficient library operation.
- Provided support with library software and digital resources, helping patrons access e-books and online databases.

## Awards & Honors

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University of Toledo Dean's List

**August 2024 – Present**

Toledo Excellence Scholarship

**August 2024 – Present**

## Special Skills

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Microsoft Word, PowerPoint, Excel