| Jaclyn Felder  Driven full-time college student, enthusiastic and service-oriented with 6+ years of experience in hospitality and guest services. | 1944 Fairway Loop  Kissimmee, FL 34746  **(757) 969-0875**  **jaclyn.felder@icloud.com** |
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| EXPERIENCEThe Walt Disney Company, Orlando, FL — *Operations Cast Member*January 2022 - Present Operates various rides and attractions, ensuring all safety protocols and procedures are strictly followed for the well-being of Guests and Cast Members. Ensures that each guest is greeted, assisted, and entertained while creating a welcoming, magical, and safe atmosphere to guarantee a positive experience at every stage of the guests’ visit at The Walt Disney World Resort. The Walt Disney World Swan and Dolphin Resort and Convention Center, Orlando, FL - *Guest Experience Expert/Concierge* July 2024 - Present Responsible for providing exceptional and magical service to Walt Disney World and Marriott guests. In addition, handling emails, phone calls, and memos, as well as ensuring professional and timely communication within and outside of Marriott and Walt Disney. Universal Orlando Resort, Orlando, FL – *Guest Services Coordinator* March 2024 - November 2024 Provides high-quality service to Universal Orlando Resort Guests while leading a team of Guest Services Team Members through the day while balancing work calls, and guest opportunities. Additionally expected to resolve guest concerns, enhance visitor experiences, and uphold the brand values in a fast-paced, high-volume environment. EDUCATIONUniversity of Central Florida, Orlando, FL — *Hospitality and Tourism Management* May 2023 - PresentTidewater Community College, Norfolk, VA — *Associates of Applied Science: Medical Diagnostics and Sonography* August 2020 - May 2022 | SKILLS -Excellent communication skills both oral and written  -Demonstrates exceptional time management skills, even in high-pressure environments and amid frequent interruptions.  -Decision making skills  -Hardworking, professional and friendly  -Understanding procedures and practices  -Team Collaborator  -Adaptability  -Computer skills include Microsoft Office, Excel, and PowerPoint  -Proficient with Guest Service Suite     * **126263126263**  AWARDS **Dean’s List:**  Award for having a 3.5+ GPA at University showing exemplary commitment to education. |