

Jose Lopez

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EDUCATION

University of Arizona, Eller College of Management
Bachelor of Science in Business Administration

May 2023
GPA 3.5

PROFESSIONAL & LEADERSHIP EXPERIENCE

Walt Disney World Parks and Resorts

Guest Relations Host | Orlando, FL

May. 2022– Present

- Upheld the tradition of providing Guest Experience rival to no other
- Encompassed a diverse skillset, carrying knowledge that spans 47 square miles of property
- Endured an ever evolving technologically advanced role that undergoes daily live updates

Walt Disney World Parks and Resorts

Premium Services Support | Orlando, FL

Oct. 2021 – May. 2022

- Ensured the safety and satisfaction of new and returning VIP clients upon arrival and departure
- Maintained the Legacy of outstanding service in positions previously held by VIP Tour Guides
- Assisted in Administering Disney's 50th Anniversary Tour.

Walt Disney World Parks and Resorts

EPCOT Festivals | Orlando, FL.

Jun. 2021 – Oct. 2021

- Provided first class guest servicing in a plethora of locations throughout the festival
- Maintained highly flexible assistance to thousands of guests in both English and Spanish
- Exemplified exceptional abilities in both indoor and outdoor locations

Walt Disney World Parks and Resorts

Attractions | Orlando, FL.

Jan. 2020 – Mar. 2020

- Performed safety critical tasks to efficiently operate multiple attractions
- Clarified guest questions regarding their vacation, including parks, resorts, or other activities
- Demonstrated strong problem-solving skills and adaptability, operating attractions and guest recovery

Disneyland Resort

Quick Service Food and Beverage | Anaheim, CA.

Aug. 2019 – Jan. 2020

- Placed and fulfilled food and beverage orders both manually and electronically
- Member of a multi-functional team that served thousands of guests per day
- Verified correct accounting of register tills that totaled up to \$20,000 per day

SKILLS, ACTIVITIES & INTERESTS

Languages: Fluent in English and Spanish

Skills: Proficient in Microsoft Word/Excel/PowerPoint, Tableau, Adobe Photoshop