**JENNIFER ALVAREZ**

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**CAREER SUMMARY**

* Bi-lingual (Spanish and English)
* Team player, working together brings more productivity
* Creative and proactive problem-solver: Organized with demonstrated time management skills.
* Strong communication, interaction and relationship-building skills acquired through experience as a sales and through customer-service positions and volunteer work
* Computer skills on Microsoft word, PowerPoint, and Excel

**WORK EXPERIENCE**

**Walt Disney World**®‎ **Disney College Program Orlando, FL January 2015 – July 2015**

*Epcot Main Entrance Park Greeter*

* Greet guests coming in the park, make an connection with them and direct them to scan their tickets to the touch points
* Applying my knowledge of an second language to help translate guest relations solve any problems with guests tickets

*Epcot Auto Plaza*

* Worked in booths to greet guests as they are coming in to the parks parking and charge for the day
* Direct guests to locations if they were lost and report any events going on in the parks during the day

**EXPRESS Yonkers, NY May 2014- January 2015**

*Sales Associate Cashier*

* Go above and beyond to effectively communicate with a diverse group of guests to create overall guest experience satisfaction
* Create problem solving by assisting guests with new creative ways to come out with outfits

**COOKIES** **Brooklyn, NY August 1, 2013 - January 1, 2014**

*Sales Associate*

* Answer phones, cover customer questions, including price, reserve products and answer general questions
* Refer customers to store sections, provide quality feedback on purchases, and cover dressing room details
* Stock preparation and cover inventory responsibilities

**EDUCATION**

**New York College of Technology, Brooklyn, NY Expected June 2017**

*Hospitality Management Bachelors*

**ACCOMPLISHMENTS**

* Certified in Computer System
* Certified from American Hotel and lodging Educational Institute in Front Office Manager
* Successfully completed Disney Human Resource Management course
* Successfully completed Disney Experiential Learning course