

# CLIENT NAME

City, ST | 555-123-3051 | [email@email.com](mailto:email@email.com)

## BUSINESS PARTNER / RESOURCE

Enthusiastic, accomplished professional transitioning 7 years of progressive experience at global Fortune 100 company to human resources role. Leverage leadership, interpersonal, and communication strengths to support organization initiatives, conduct trainings, and resolve issues. Recognized as go-to resource for consulting with and advising managers and peers in maintaining compliance with company policies, legal standards, and governmental regulations / laws.

### ~ CORE COMPETENCIES ~

Cross-Departmental Collaboration | Training Lead (Group / One-on-one) | Onboarding  
Presentations / Public Speaking | Department / Company Representative  
Quality Assurance (QA) | Problem Solving | Change Management

## PROFESSIONAL EXPERIENCE

THE WALT DISNEY COMPANY – DISNEY VACATION CLUB (DVC), Lake Buena Vista, FL 2013 – Present  
**Quality Assurance Manager (2017 – Present)**

Serve as compliance resource regarding company standards, legal status, and state/insurance requirements to DVC sales managers and guides, reviewing contract terms and documents.

- Prepare, process, and review clients' contracts in compliance with company and legal standards.
- Summarize and explain contract terms to clients to ensure full understanding of timeshare purchase and strengthen client-organization relationships.
- Assist 5 team members in identifying document errors and resolve issues in adherence with applicable laws and regulations.

### Key Accomplishments

- Selected by director of Operations as QA team representative for DVC member cruise onboard Disney Cruise Line, providing information and answering questions for guests.
- Generated \$8+ million in sales, facilitating 400+ contract closings.
- Collaborated with Sales Department to implement new document system, DocuSign, supporting digital transition from paper system.
  - Conducted in-person trainings with sales managers and guides on new system and contacted as resource to resolve contract issues, providing step-by-step instruction to staff on correcting problems.

*“Versatile in your skillsets, driven to learn new things and take on new projects. You have been flexible with your time/schedule and are willing to help out when needed...you consistently step in to assist. You are a valued team member among your peers and leaders.”*

– James G., Quality Assurance Operations Manager

### Operations Coordinator, Sales (2014 – 2017)

Led monthly operations/technical training classes for 15–25 DVC staff across multiple departments, including Operations (sales assistants, drivers, food and beverage, and kids' club) and Sales (guides and associates).

- Onboarded new hires one-on-one over 2-day orientation and trained new operations coordinators one-on-one across 5 locations.
- Acted as manager on duty, supervising 50+ team members, addressing guest escalations, and assisting with incentive issues.

## First Last

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### PROFESSIONAL EXPERIENCE

THE WALT DISNEY COMPANY – DISNEY VACATION CLUB (DVC)

#### **Operations Coordinator, Sales, *continued***

- Contributed to development of Salesforce system for DVC, meeting and working with developers to map out system needs for Operations and Sales teams.
  - Selected as super user and trained 150 Operations team members, ensuring positive staff engagement with transition to new system.
  - Served as Operations leader on sustainment team to answer questions and solve errors.

#### **Assistant Manager, Sales (2013 – 2014)**

Managed all aspects of up to 100 sales tours daily, including accessibility/language accommodations and transportation, for up to 150 guests daily.

- Monitored tour flow across 5 centers, coordinating and selecting locations to ensure best guest experience.
- Assigned tours to 30–35 sales guides.
- Onboarded and conducted one-on-one trainings with current and new staff.

*“I’m impressed by your dedication! Nearing the end of her shift, Morgan volunteered for a contract closing, even though she was ‘off the line-up.’ No one asked—she saw the need and stepped up. This is after a day of helping co-workers with DocuSign and returning/answering more than a dozen calls on the queue line.”*

– Jeffrey R., Quality Assurance Manager

### EDUCATION / TRAINING

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THE UNIVERSITY OF MISSISSIPPI, Oxford, MS

#### **Bachelor of Science in Hospitality Management**

EL DORADO HIGH SCHOOL, El Dorado, AR

#### **Diploma**

#### *Walt Disney Company Training:*

- Transition to Disney Leadership (5-Week Course), 2017
  - Leading with the Walt Disney Company Mindset
  - Introduction to Leadership Competencies
  - Inclusion and Leadership
  - Leading through Trust
  - Enabling Others for Success: Building Relationships
  - Disney Leaders as Coaches
- Global Disney Trainer Course, 2014
- Train the Trainer Course, 2014

### TECHNICAL SKILLS

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Salesforce (SFDC) | Merlin (Super User) | AS400 | DocuSign  
 Microsoft Office Suite (Word, SharePoint, PowerPoint, Outlook)