

MAYRIM VIDARTE-QUINTANA

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OBJECTIVE | Passionate and knowledgeable information technology professional, with 9 years of experience in project management and customer service. I have a passion for technology and people, seeking a challenging position where I can learn and grow.

SKILLS & ABILITIES | I Possess In-Depth Knowledge of numerous Software Packages and Operating Systems (ex: QL, HTML, SharePoint, Microsoft Suite). Employing hands-on experience in data analysis, generating reports, planning and implementing assigned projects. With 4 years of call center and guest experience. Detailed orientated and ensuring delivery of projects within established constraints. - Fully bilingual. Spanish and English.

EXPERIENCE | *WALT DISNEY WORLD PARKS & RESORTS*
INVENTORY SPECIALIST
JULY 2019 - PRESENT

- Strategically blocking reservations maximizing overall resort utilization and optimizing Walt Disney World room inventory.
- Generating and visualizing reports via Tableau for Resort Operations and Revenue Management teams.
- Demonstrated strong expertise within Microsoft Excel, Word and Outlook
- Demonstrated exceptional analytical and partnership skills.

GROUP FLIGHT COORDINATOR (DRC)
AUGUST 2018 – JULY 2019

- Facilitated with multiple lines of business within Groups, Planning Centers and Sports Travel Operations.
- Provided excellent Guest Service while working in various fast-paced off-property ticket sales locations across central FL.
- Proficient with Disney Ticket Operations and ATS Ticketing system.
- Responsible of managing guests confidential information on a daily basis in a secure and safe manner

GUEST SERVICE SPECIALIST (DRC)
MARCH 2018 – AUGUST 2018

- Handling a wide range of situations involving internal Cast Members, Travel Agents and Guests around property, all while providing creative problem-solving techniques. In a fast pace call center environment.
- Independent decision maker, with demonstrated ability to accept decision making responsibility, conflict resolution and managing confidential information.
- Recognized as top performer for quarter of March – May 2018.

ECOMM MULTI-LANGUAGE SALES & SVC AGENT (DRC)

AUGUST 2016 – MARCH 2018

- Support the Internet Help Desk team by assisting guests, travel agents and internal partners concerning My Disney Experience challenges through troubleshooting and procedural means. Capable of explaining complex software issues in easy-to understand terms.
- Demonstrated strong verbal and written communication skills by providing support via Live Engage chat and Email (KANA, ZenDesk).
- Awarded top performer for several quarters for exceeding call metrics and excellent guest service skills.
- Selected by leadership as an On-Call agent, serving as main point of contact for over 100 agents at a time.
- Partnered with leadership to test pilot systems, developing protocol adjustments and implementing system workarounds, improving efficiency for agents.

TITLE V-TSI, PUCPR – PONCE, PR

SI LEADER OF TECHNOLOGY

OCTOBER 2011- JUNE 2015

- Leader for group of 15 students. Assisting with developing and improving their technical skills and content distribution.
- Diagnose, troubleshoot and resolve a wide range of software, hardware and connectivity issues. Excel in asking probing questions and researching, analyzing and rectifying problems.
- Managed and analyzed different student data using survey websites and Microsoft tools. Determining ways to improve program's content and resulting in an increase in students learning.
- Strong organizational and time management skills with attention to detail, testing and condition tracking of different projects and processing equipment orders from external vendors. Handling confidential information.
- Creating and editing video content for via YouTube.
- Creation of digital images, banners, marketing posters using PhotoShop
- Managing and creation of webpage using WordPress and Wix.

EDUCATION | PONTIFICAL CATHOLIC UNIVERSITY OF PR, PONCE, PR

BACHELOR'S DEGREE IN INFORMATION SYSTEMS

JUNE 2011 – MAY 2015