



KRISTA HOLTZMAN

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EDUCATION

W. P. Carey School of Business
Arizona State University

Graduated May 2016
Summa Cum Laude

Bachelor of Science:
Supply Chain Management
at Barrett, The Honors College

- Academic Dean's List every semester, W.P. Carey Business School Leaders Academy Member

COMPUTER SKILLS

- Advanced abilities with both Mac and PC computers and Microsoft Office including: Word, PowerPoint, Excel, and Outlook
- Trained in Siebel, DSCS (Disney Sales and Catering System), and Meeting Matrix

COMMUNITY INVOLVEMENT

Disney VoluntEARs

- Volunteer over 50 hours on behalf of The Walt Disney Company at events ranging from packing meals to building community gardens

Volunteer Wish Granter Make a Wish

- Act as the liaison between the wish child and Make a Wish to make sure all aspects of the wish are addressed accurately

ADDITIONAL DISNEY INVOLVEMENT

- runDisney race staff
- Post-hurricane Cross U
- D23 Destination D staff
- Cast Activities Volunteer
- Cast Health & Wellness Volunteer

Disney's Fairy Tale Weddings – Event Services Intern | June 2016 - Present *The Walt Disney Company – Orlando, FL*

- Ensure successful execution of ceremonies, receptions, and rehearsal dinners at over 120 weddings across 29 different venues at the *Walt Disney World*® Resort
- Responsible for overseeing event flow for groups of 20-300 Guests
- Partner with Catering, Transportation, Entertainment, Floral, Photography, Park Operations, and third party vendors to ensure every detail of the event is accurately executed
- Improve existing paper work processes to increase efficiency and reduce error
- Champion projects that improve department Standard Operating Procedures (SOP)
- Develop and implement enhanced training systems to benefit future Weddings Cast Members
- Independently service our intimate weddings package, coordinating with couples and partners to ensure a premium experience is delivered on a tight timeline

Assistant Wedding Coordinator | January 2016 – June 2016 *Villa Siena – Gilbert, Arizona*

- On-site assistant coordinator, overseeing the entire event and adhering to a set timeline
- Managed and expanded social media presence by developing original content on a variety of platforms including Instagram, Twitter, Pinterest, Facebook, and Flickr
- Conducted venue tours to potential clients in an 'open house' setting

Disneyland College Program | Fall 2014, Summer 2015 *Merchandise Hostess – Buena Vista Street Stores, Disney California Adventure*

- Provided a seamless shopping experience for Guests through strong communication skills and vast knowledge of the *Disneyland*® Resort
- Addressed Guest concerns and turned them into positive experiences by being responsive to Guest requests and partnering with fellow Cast Members to solve more complex situations
- Received Guest Compliments and "Four Keys Fanatics" cards for showcasing excellence in: safety, courtesy, show and efficiency by exceeding Guest and fellow Cast Members' expectations

Quick Service Food and Beverage – Tomorrowland Terrace

- Part of a team that served Guests efficiently at the busiest restaurant at the *Disneyland*® Resort
- Handled thousands of dollars of cash daily with a very small margin for error
- Demonstrated flexibility by being able to perform a variety of tasks in a fast paced environment

Special Events Banquet Server | February 2015 – February 2016 *The Country Club at DC Ranch – Tempe, Arizona*

- Provided fine dining experiences at a variety of events such as Weddings, Easter brunch, and Golf Tournament luncheons by tending to 50-250 guests
- Organized venue by assisting coordinator in layout to make it efficient, taking into consideration guest flow and service

Restaurant Assistant Manager | April 2014 - September 2014 *Backyard Grille – La Mirada, California*

- Created and implemented new, cost effective payroll procedures that resulted in increased savings for the company
- Served as the liaison between the operator and all of the leaders involved to streamline communication between areas
- Lead a team of 40 employees in a fast paced food and beverage operation, overseeing daily operations and managing their confidential employee records