

TATJANA WEISZ

Summary An outgoing, customer service driven leader in hospitality who enjoys problem solving and bringing out the best in teams, with over 12 years of experience in hospitality, 9 years of employee training, and 8 years of leadership.

Skills & Abilities **Technical Skills:** Computer and Software Proficiency (MS Office Suite, CRM, SAP, OPERA, Workbrain, A La Carte, POS System, Project Management)
Soft Skills: Customer Service, Hospitality Management, Organizational Development, Training Strategies, Facilitation, Teamwork, Accounting, Critical Thinking, Organization, Leadership, Communication skills, Problem Solving Abilities

Professional Experience **SERVICE ADMINISTRATOR OF THE WEST** ANTON PAAR | TORRANCE | 2021 - PRESENT

- Manage regional front desk as well as all customer relations duties and office organizational practices for both sales and service departments, maintaining customer service standards and leading team communications
- Coordinate appointments and customer reservations, create reports and invoices, process accounting procedures for customers in 11 states, address concerns, maximize rental sales, and maintain customer records via CRM
- Develop and facilitate new hire onboarding and update training in CA, choosing and scheduling engineer new product line training in VA to best benefit company operations and guest needs per location
- Organize off and on site customer events related to product updates/servicing, solving unexpected operational obstacles with efficient solutions in real time

ASSISTANT GUEST EXPERIENCE MANAGER & TRAINING SPECIALIST DISNEYLAND HOTEL | 2019 - 2021

- Oversaw 6 area supervisors daily across our department, providing support and direction for best practices
- Responsible for designing, organizing, scheduling, and implementing all training, certification, compliance and supplemental training for both onboarding and current employees, facilitating classes of 50+ employees
- Performed and tracked monthly audits of all employees, both practical and written, while giving constructive feedback, recognition, and assessing need for and creating personalized supplementary courses
- Lead Training Supervisor (Core Trainer): responsible for multi-site operations and training of all trainers, reviewing training materials and implementation for the HR team, and receiving daily updates from trainers on new trainees
- Created and implemented a new inventory management system, which increased access to critical supplies and improved asset management

OPERATIONS SUPERVISOR DISNEYLAND HOTEL | 2017 - 2021

- Supervised day-to-day operations and management of employees at a 4 diamond hotel
- Coordinated cross functionally with a team of supervisors spanning several departments and managers, learning from every hotel department to provide the best service for our guests

Organizations & Leadership **ASSISTANT MANAGER, DEAF & DISABLED GUEST RELATIONS** COMIC-CON INTERNATIONAL | 2015 - PRESENT

- Implement strategies and processes to coordinate and assign staff, track department status and effectively lead amidst continuous change, and acted as manager on duty when manager was unavailable
- Train, schedule, and assign new volunteers daily, supporting all departments
- Provide service and support to thousands of guests from around the world including check in at the front desk, registration, questions, concerns, and general information in fast paced environment

MEDIA REPRESENTATIVE DISNEYLAND RESORT | 2019 - 2021

- Hosted media personalities for large events, keeping schedules, guiding to location, and maintaining standards

Education **BACHELORS IN HOSPITALITY MANAGEMENT**
California Polytechnic State University of Pomona

- Alumni of the 2013 fall advantage Disney College Program