

Sergio Jesus Vargas

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SUMMARY

Effective and resourceful resolution specialist. Use advanced technical skills to increase team efficiencies. Create guides and rubrics to ensure team is up to date on the latest systems, workarounds for the organization. Passionate supervisor with a self-starter attitude and aptitude towards developing new employees. Earns frequent recognition in performance and praised for explaining procedures. Agile in learning new technologies. High aptitude for defusing escalation and negotiating recoveries for the Walt Disney World Resorts. Trilingual: Spanish and Portuguese.

EXPERIENCE

The Walt Disney Company

Orlando, Florida

Guest Services Coordinator (Resolution Supervisor) – Disney Central

November 2021–Present

- Support a team of 75 – 150 by providing plan of action strategies and answering technical calls for recovery teams.
- Organize team communication by creating and updating an email distribution list shared between 25 people ensuring current data and adding permission security.
- Practice conflict resolution techniques (LAST, CARE) to defuse guest conflicts and negotiate recovery up to \$10,000 while balancing customer expectation, brand reputation, and budgets with 3A (achievable, available, and appropriate) constraints.
- Maintain above average NICE metrics demonstrating a high level of understanding of policies.
- Report and organize tickets to IT to ensure minimum down times of critical sales systems.

Communication

- Create reference documents acting as a scrum between various levels of organization to identify pain-points and mitigate cross-team challenges for 35-105 weekly reports.
- Review, purge, and update previously created documentation, code bases, and knowledge articles between calls and high priority projects to maintain business continuity protocols.

Programming

- Produce VBA programs collaborating with various partners to standardize time reporting across 11 communities to decrease processing time by 80% on average.
- Utilize advance researching techniques to optimize searches on Google to employ tools like GitHub, ChatGPT, Stack Overflow, and document manuals to overcome coding challenges.

Unnamed Soldiers Limited – Valley Swerve

Mission, Texas

Project Manager (Brand Manager)

October 2019–Present

- Deploy Lean methodologies and Toyota method to streamline operation and push revenue streams increasing monthly listener count from 30,000 to 150,000.
- Procure servers and equipment with a budget of \$5,000 annually to develop 3-2-1 back-up solution with double redundancy, multi-user infrastructure, structured folders, and cloud availability.
- Direct scrums for discography backlog managing a team of 4 to identify missing information, formalize a consistent page structure, deploy gant charts to balance workloads.
- Assist directly with sprints, and review submissions to add 26 pages to the Valley Swerve website.

The Walt Disney Company
Disney Planning Center Coordinator

Orlando, Florida
February 2019–December 2020

- Created Excel Macros, webpages, and reference documents to maximize sales leading to two record quarters at a partner resort.

Guest Service Specialist (Resolution Specialist) – Travel Operations

April 2017–February 2019

- Provided system support and supplemental procedural training for 300+ sales agents.
- Partnered with various lines of business to exceed expectations of 25 Walt Disney World Resorts.
- Reserved dining reservations for Directors, Vice Presidents, and high-level executives of the Walt Disney Company.

Guest Relations Host (Resolution Specialist)

July 2015–April 2017

- Collaborated with Senior Duty Manager to track, log data, and create a workaround to the resolve a property wide technology challenge.

Call Center: Avaya – CMS Supervisor, Conversations (C1), Live Engage, Zendesk

Computer: Microsoft Office Suite – Excel, Outlook, Word with Macros, Zoom, Slack, SAP

Programming: VBA, HTML/CSS, JavaScript, Typescript, PHP, SQL/MySQL, Python, C++

Language: Fluent in Spanish; Conversational ability in Portuguese

EDUCATION

University of Central Florida
Bachelor of Science in Computer Science

Orlando, Florida
Expected Graduation: May 2028

Wilmington University
Certificate in Graphic Design
Certificate in Web Applications Development
Dean’s List Fall 2020

Wilmington, Delaware
December 2020
May 2020

The University of Texas Rio Grande Valley
Bachelor of Arts in English
Minor in Spanish
Dean’s List Spring 2015

Edinburg, Texas
May 2016

AWARDS AND ACTIVITIES

Leading the Way – Disney Qualitative Leader Rating
Disney Star Performer – Leader Nomination
Disney Star Performer – Gold (Sales)
Disney Star Performer – Bronze (Guest Experience)

Fiscal 2019
Quarter 2, 2018; Quarter 2, 2020; Quarter 2 and 3, 2022
Quarter 2 and 3, 2020
Quarter 4, 2021