Katelyn Sarson-Malcolm

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# Professional summary

Highly organized and Proactive Merchandise Coordinator with experience in 4 distinct roles and 8 years of experience in creative problem solving and Guest service. Meticulous attention to detail skills that simultaneously provides both strong leadership skills as well as creative skills.

# Experience

**The Walt Disney Company January 2014 - Present**

**Disney’s Magic Kingdom, Tomorrowland Merchandise November 2021 – Present**

* ***Merchandise Coordinator***
* Recipient of The Magic Kingdom Quarterly award – 07/2022.
* Opening Team Coordinator of Tomorrowland Launch Depot and The Tron Identity Program.
* Illustrate and design multiple Cast Member related projects such as a Birthday card for the area that includes Character Art that fully shares the Disney Storytelling of Tomorrowland and Storybook Circus.
* Create and fully realize several projects for the celebration of Cast milestones such as a celebration booklet that celebrates the accomplishments and experiences of that Cast Member.
* Ensure that the MADE T-shirt customization service is meeting the show quality and character integrity standards for our Guests and partnered with the same service to replace any product that does not meet Show quality and character integrity standards.
* Create daily financial reports to track revenue throughout the day to utilize labor to its utmost capability and to use as a key performance indicator.

**Disney’s Magic Kingdom, Adventureland Merchandise August 2018 – November 2021**

* ***Merchandise Host, Disney Trainer, Proficient Coordinator***
* Managed the Magic Kingdom vending operation where Cast Members are deployed throughout the park utilizing cart location and timing to have different carts focus on Glow, squeeze breeze, and headwear generating over 8.2 million in annual sales.
* Introduced new processes and systems to the area such as the Appetize register system, and the Smart Stock system.
* Trained reopening team on updated cleaning guidelines and standards post-Covid.

**Walt Disney World College Program, Orlando, FL May 2018 – August 2018**

* ***Merchandise Host, Zone 2, Disney Springs***

**Walt Disney World College Program, Orlando, FL August 2017 – January 2018**

* ***Quick Service Food & Beverage, Riverside Mill, Disney’s Port Orleans Resort - Riverside***

**Walt Disney World College Program, Orlando, FL May 2016 – August 2016**

* ***Box Office Host, ESPN Wide World of Sports Complex***
* Offered Guests many different options of event tickets with both the use of the ATS ticketing system as well as the use of extensive knowledge of the events occurring.
* Received and cataloged lost items as well as returned lost items to the proper Guest.

**Walt Disney World College Program, Orlando, FL August 2015-January 2016**

* ***Attractions Host, Tomorrowland Buzz Complex, Disney’s Magic Kingdom***
* Educated Guests on Fastpass+ options as well as resolved any issues while in the position of Fastpass+ Kiosk Host.
* Utilized knowledge of the Cast App to create Disability Access Service passes for Guests.

**Walt Disney World College Program, Orlando, FL January 2014 – May 2014**

* ***Merchandise Host, Panchito’s Gifts and Sundries, Coronado Springs Resort***

# Education

Lesley University College of Art and Design/Art Institute of Boston – Bachelor of Fine Arts – Animation and Motion Media.

**Skills**

-Microsoft Office Suite -Photoshop

-Illustrator -Maya/Blender

-My Disney Experience -SharePoint

-Train Me -Adobe Flash