





Michael Ewen



Michael Ewen 
08/06/1996 
ewenmic@gmail.com 
317-670-9601 

WORK EXPERIENCE

Merch Basics, Loyalty, Frontline 06/2017 – present

IKEA US Retail, Phoenix, AZ

- Supports all areas of the store including the Commercial and Customer Experience teams when necessary.
- Maintains areas of responsibility and ensures all articles are displayed properly and ready for take-away to ensure an easy shopping experience for our customers.
- Ensures positive customer expectations by personally resolving issues as they arise within my level of authorization.
- Creates Sales and Home Delivery orders for customers when necessary
- Ensures IKEA Family loyalty program is functional and able to register new members through Kiosk troubleshooting inside the store. Acts as brand ambassador during marketing/promotional events outside the store.

Cast Member (Seasonal) 08/2017 – 01/2018
Disney Consumer Products, Tempe, AZ

- Responsible for ensuring inventory accuracy throughout stock replenishment processes.
- Built customer loyalty through friendly interactions and "magical moments".
- Ensured synergy with other business areas during through visual merchandising.

F&B Trainer 05/2016 – 05/2017
Disney Parks and Resorts, Lake Buena Vista, FL

- Trained incoming cast members at the Epcot International Food & Wine Festival and at ESPN Wide World of Sports Complex at the Walt Disney World Resort.
- Efficiently prioritized stocking requirements at various locations and marketplaces within the Walt Disney World Resort to ensure product availability.
- Easily adapted to various work environments (scheduled shifts in 4 theme parks, 2 water parks, ESPN Wide World of Sports Complex, and two resort hotels).
- Addressed safety concerns with leadership

WORK EXPERIENCE

team as a part of the safety team at ESPN Wide World of Sports Complex.

- Attended collegiate-level professional development courses including Creativity and Innovation - Gaining the edge, Hospitality and Guest Service, Cast Engagement and Human Resources, Corporate Communication, Organizational Leadership
- Worked closely with leadership team to create/reimagine existing food and beverage and merchandise locations at the Walt Disney World Resort in order to meet guest needs/maximize profit.

Systems Administration Freelancer 03/2014 – 05/2016

Fishers, IN / Phoenix, AZ

- Created and maintained infrastructure within a co-located data center environment
- Monitored and maintained client servers and appliances with experience in denial of service mitigation and complex networking.
- Lead software development teams (retained and freelance developers) for java and web development projects.
- Maintained network of clustered, load-balanced servers to ensure
- Integrated data from various back-end services and databases to create an interactive dashboard for user statistic tracking.
- Provide technical assistance and support for incoming queries and issues related to client's websites and server. Integrate data from various back-end services and database.

Customer Service Associate 09/2013 – 10/2014

Stein Mart, Noblesville, IN

- Created displays and ensured overall appearance of sales floor was consistently in shape as new.
- Efficiently conducted guest transactions in a courteous way.
- Assisted guests with purchasing decisions in a friendly manner.

EDUCATION

General Business Coursework 08/2017 – 05/2018

Coursework

Maricopa Community Colleges, Phoenix, AZ

Completed general-education and major specific coursework. Relevant business coursework includes:

- Accounting Principles
- Microeconomic Principles
- Macroeconomic Principles
- Small Group Communication
- Interpersonal Communication

CCL Adobe Foundations

Mesa Community College, Mesa, AZ

Certificate that demonstrates proficiency in the Adobe Creative Cloud graphical applications.

Software examined includes:

- Adobe Photoshop
- Adobe Illustrator
- Adobe Animate

Internship Coursework 05/2016 – 05/2017

Disney University, Lake Buena Vista, FL

Attended collegiate-level professional development courses during internship including:

- Creativity and Innovation - Graining the Edge
- Hospitality and Guest Service
- Cast Engagement and Human Resources
- Corporate Communication
- Organizational Leadership

Cyber Security and Informatics Coursework 08/2015 – 05/2016

Ivy Tech Community College, Indianapolis, IN

Completed general-education and major specific coursework. Relevant computer science coursework includes:

- Computer Networking Fundamentals
- Management of Information Systems
- Introduction to Informatics

TECHNICAL SKILLS

Microsoft Office Suite

Microsoft Word



Microsoft Excel



Microsoft Powerpoint



Microsoft Access



Adobe Creative Cloud

Adobe Photoshop



Adobe Illustrator



Adobe Animate



Adobe Premier



Adobe After Effects



Systems Administration Tools

PuTTY SSH Client



IPMI Management



Interface

Wireshark



Cisco iOS



TECHNICAL SKILLS

Programming/Languages

HTML5



CSS3



PHP



Javascript (React)



C#



Python



Database Management

Redis



MySQL



PostgreSql



MS Access



ACHIEVEMENT

Disney Quarterly Award 03/2017

Walt Disney World Resort

Awarded quarterly award for "Great Service FAST" at the ESPN Wide World of Sports Complex

Safety Team Member 10/2016

The Walt Disney Company

Safety Team member from 10/2016 - 05/2017 at the ESPN Wide World of Sports Complex.

Cast Member Trainer 08/2016

The Walt Disney Company

Trained Cast Members at EPCOT between 08/2016 - 10/2016 and at the ESPN Wide World of Sports Complex between 10/2016 - 05/2017

Senior Leadership Award 05/2016

Hamilton Southeastern High School

Awarded Senior Leadership Award.

VOLUNTEERING

Website Development, Production Graphics 2011 – present

Hamilton Southeastern High School, Fishers, IN

- Integrate data from various back-end services and databases
- Provide technical assistance and support for incoming queries and issues related to client's websites and server. Integrate data from various back-end services and database.

★ STRENGTHS FINDER 2.0

Strategic

Futuristic

Activator

Ideation

Communication