





# Michael Ewen



Michael Ewen   
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## 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
- Acts as brand ambassador during marketing/promotional events outside the store.
- Plans area changes and ensures areas are in accordance to sales steering initiatives

**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 team as a part of the safety team at ESPN

## WORK EXPERIENCE

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** 03/2014 – 05/2016  
**Freelancer**

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.

**Freelance & Entrepreneurship** 04/2010

- Created dynamic web experiences that seamlessly integrated various systems (forums, eCommerce, user stats)
- Supported clients with support ticket system
- Created several businesses in the web hosting, video game hosting, PBX hosting, VPS hosting, and VPN hosting industries

## 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



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