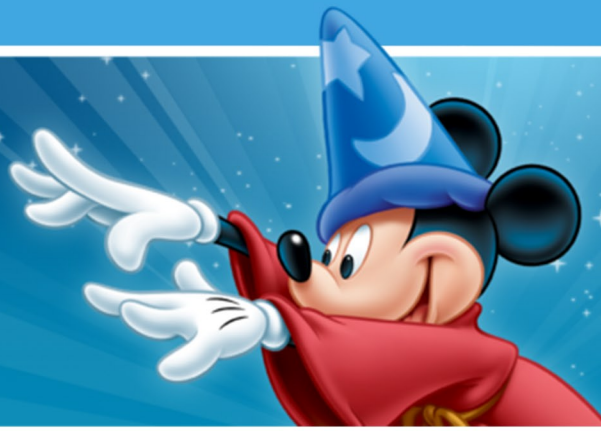


James Francosky

james.m.francosky@disney.com



Experience

The Walt Disney Company

eCommerce Guest Care Specialist / eCommerce Sales & Service Agent
(October 2013 - Current)

- Utilized strong leadership & performance skills with the ability to design and implement individual development plans to continuously improve department performance.
- Natural ability to build teams and motivate Cast Members.
- Strong knowledge of Walt Disney World products, services, and computer systems.
- Trusted with being able to articulate complex system issues and workflows clearly utilizing strong verbal, written, and online communication skills in the form of an online knowledge base; standardizing work flows in all three DRC locations.
- Able to interface with all levels and business units in the organization, partnering with The Avengers, Disney Vacation Club, Disney Cruise Line, Disney Vacation Account, Ticket Services, Guest Services, and resorts to overcome challenges.
- Thrive in an environment of working on multiple projects and tasks simultaneously.
- Able to maintain a high level of confidentiality while working with Guest's information.

Pasco County Library System

Library Assistant - Programming
(February 2007 - October 2013)

- Utilized strong leadership & performance skills with the ability to design and implement individual plans to continuously improve the department's performance.
- Developed a strong team and motivated teen volunteers.
- Trusted with being able to articulate system issues and workflows clearly utilizing strong verbal, written, and online communication skills in the form of video tutorials, step-by-step guides, and hands on training.
- Interfaced with all levels of government to create an efficiency model to overcome challenges and improve business workflow for the business and its citizens.
- Proven ability to prioritize multiple projects and tasks simultaneously in a fast-paced creative environment in the planning and organization of up to 100 events a year.
- Was the driving force in managing a team of professionals in creating an annual event with an average attendance of 700 people. The program increased brand interest by 30 percent utilizing social media.

The Walt Disney Company

Promotions Assistant / On-Air Personality (Radio Disney)
(July 2001 - August 2009)

- Experience developing and demonstrating leadership skills in a consumer focused department, leading and motivating non-salaried Cast Members in the operation of local promotional events throughout Tampa Bay.
- Proven knowledge of The Walt Disney Company's products, services, and properties.
- Trusted with being able to articulate system issues and workflows clearly utilizing strong verbal and written communication skills.
- Managed and prioritized multiple responsibilities and tasks in setting up for 3-5 promotional events a week, equaling up to 200 events a year.

Summary

A creative and supportive professional who is no stranger to tackling increased responsibility and ensuring quick resolutions. Flexible and available to assist at any time, my goal is to ensure our fellow Cast Members have the support and backing needed, which will translate into our Guests having the most magical experience possible. I take great enjoyment in the challenge of learning new programs and processes, and being able to streamline work flows as much as possible.

Skills

WALT DISNEY WORLD SYSTEMS

CastApp, Dreams, Passport, SBC, Lilo, ATS, VINCENT, a la carte, Magic, xBMS Service Now, VisiOnline

OFFICE SOFTWARE

Microsoft Office Suite (Word, Excel, Powerpoint, Outlook), SharePoint, Confluence

VIDEO EDITING

Sony Vegas Pro, Adobe Premiere

AUDIO EDITING

Cool Edit Pro, Adobe Audition, Audio Vault

CREATIVE

Adobe Creative Suite, HTML, CSS

SOCIAL MEDIA

Facebook, Twitter, Instagram, Tumblr, YouTube

Education

RIDGEWOOD HIGH SCHOOL

High School Diploma
New Port Richey, FL - 2005

FULL SAIL UNIVERSITY

Bachelor's in Internet Marketing
Currently Enrolled - Expected Early 2018