

# NATHAN W. BETHEL

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## BUSINESS MANAGEMENT PROFILE

### • EXPERTISE IN WATER PARKS •

#### *Operations/ Project Management • Staff Training & Management • Safety Initiatives*

Dynamic, top-performing water park operations management professional with a broad range of business, organizational, and interpersonal skills. Natural leader, able to develop strong, easy working relationships with management, staff, and the general public to ensure positive, high-quality guest experiences. Expertise in company revenues through engendering customer loyalty. *Seeking part-time work while still a full-time student.*

## AREAS OF EXPERTISE

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- Outstanding track record of strategic contributions in visioning, planning, strategizing, and accomplishment of a range of business-related initiatives, with significant success in developing emerging concepts into full-fledged, high-performance realities.
- Offer a valuable blend of leadership, creative, and analytical abilities that combine efficiency with imagination to produce bottom-line results. Proven success in planning, directing, and coordinating staff activities to maximize cost options and produce optimal outcomes.
- Calm under pressure; diplomatic and tactful with professionals and non-professionals at all levels. Recognized for ability to negotiate, manage and deliver positive results and to readily transcend cultural and language differences.
- Technically proficient in use of Microsoft Office Word, Excel, PowerPoint, Outlook, on Windows and Macintosh platforms.

## RELEVANT PROFESSIONAL EXPERIENCE

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WALT DISNEY WORLD - Liverpool, NY

2006-2007

### **Professional Internship, Blizzard Beach**

*Recruited, following a productive four-month lifeguard internship, to contribute to the on-going success of this popular Disney water park attraction.*

Performed a variety of management-level functions and team-building training for staff, and developed key organizational systems to standardize strategic functions.

#### *Key Contributions:*

- Spearheaded, developed, created, and implemented the Blizzard Beach and Typhoon Lagoon Evacuation Operations Report, coordinating all strategic safety and evacuation information. Document included map of park, procedures, phone lists of all lifeguard stands, and inventory supply lists.
- Promoted the Disney anniversary theme of "A Year of A Million Dreams" by participating in the 'Magical Moments' program to create special, unique, memorable guest experiences.

*Continued...*

- Developed a signage system for the Lazy River to assist river patrons in finding their way through the park.
- Conducted monthly in-service staff trainings. Developed and delivered training materials on a variety of topics including CPR, team building, and water rescues.
- Selected to serve as a 'Safety in Motion' (SIM) instructor, training staff in becoming aware of workplace safety issues and how to safely perform all required responsibilities.
- Achieved 100% completion of Blizzard Beach staff United Way Fundraising Drive.
- Assisted in planning and executing various events, including a get-to-know-you party for interns.

### **Lifeguard Internship**

*Served as one of 80 lifeguards at Disney's famous Blizzard Beach water park.*

Received special training in the 10/20 Waterpark Rule of Lifeguarding (Ellis Lifeguard Training), and rotated throughout the water park with fellow staffers to provide assistance and protection to participants. Patrolled or monitored recreational areas on foot or from lifeguard stands. Rescued distressed people using rescue techniques and equipment. Contacted emergency medical personnel in case of serious injuries. Examined injured persons and administered first aid or cardiopulmonary resuscitation as required, utilizing training and medical supplies and equipment. Instructed guests in proper use of waterslides and other features and provided safety precaution information. Reported to the Lifeguard/Recreation Manager.

*Key Contributions:*

- Saved several lives in backboard and other types of rescues and recussitations.
- Received many commendations for performance above and beyond the call of duty.

### **Manager, Miniature Golf**

*Completed internship in the Miniature Golf park to further develop management knowledge.*

Oversaw a wide variety of staffing and administrative functions, supporting Disney initiatives and instructing others in company policies and procedures.

## **EDUCATION**

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### **Associate of Arts in Business Administration Candidate**

PEACH COUNTY COMMUNITY COLLEGE, Otselic, NY

*Anticipated Graduation, May 2008*

*Completed Organizational Leadership practicum at Walt Disney World, Orlando, Florida.*

*Serve as campus representative for the Walt Disney World Internship Program.*

### **Ellis & Associates Lifeguard Training**

WALT DISNEY WORLD, Orlando, FL