

GUSTAVO ROO GONZALEZ

gustavoroo.com

CONTACT

(954) 654-6855

GUSTAVO.A.ROO.GONZALEZ@DISNEY.COM

PROFILE

Professional with a strong foundation in web development, data analysis, and systems optimization. Passionate about leveraging technology to enhance guest experiences and streamline operations. Seeking to contribute technical and analytical skills to the Disney Experiences Technology team through innovative and reliable software solutions.

SKILLS

- Trilingual: Spanish (Native), French and English (Fluid).
- **TECHNICAL SKILLS:**
- Programming: JavaScript, TypeScript, Node.js, Express, Angular, Python, HTML, CSS, SQL, MongoDB, NoSQL
- Tools & Platforms: Tableau, Power BI, AWS (basic), Git, Postman
- Frameworks: Angular, Express, REST APIs
- Databases: SQL, MongoDB, NoSQL
- Other Skills: Agile methodology, data analysis, testing, and debugging
- **STRENGTHS**
- Strong problem-solving and critical-thinking abilities
- Excellent communicator and collaborator
- Fast learner with a growth mindset
- Adaptable in dynamic, fast-paced environments

EXPERIENCE

DEPLOYMENT SPECIALIST

THE WALT DISNEY TRAVEL COMPANY | MAY 2022 - CURRENT

- Managing staffing levels/adjusting staff between areas to achieve service levels and business objectives determined by Disney Central.
- Providing periodic updates to the Disney Central management teams, reporting current statistics.
- Reporting both interval and end-of-shift summaries for eCommerce/CTIS areas.

TRAVEL TRADE RESERVATIONS AGENT

THE WALT DISNEY TRAVEL COMPANY | JUNE 2019 - MAY 2022

- Creating and offering support with vacation planning experiences for travel agencies and customers.
- Meeting or exceeding established booking goals.

SPECIALTY SERVICES AGENT

HOTELBEDS | NOVEMBER 2017 - JUNE 2019

- Support for wholesale and consumer global products primarily flights and tourism activities from several company websites.
- Reply tickets and inquiries to/from consumers and suppliers through Zendesk.

LEAD AGENT AIRPORT OPERATIONS

AMERICAN AIRLINES | OCTOBER 2006 - SEPTEMBER 2015

- Manage and coordinate operations of employees.
- Train and schedule staff, process worked hours and pay.
- Updating databases and flight statistics daily.
- Maintain supplies and inventory control logs.
- Assist management in the completion of administrative duties, including fluid communication with upper management.

EDUCATION

BACHELOR OF SCIENCE IN ELECTRONICS ENGINEERING, MAJOR IN TELECOMMUNICATIONS

RAFAEL BELLOSO CHACIN UNIVERSITY | 2007 - 2012

BACHELOR OF SCIENCE, MAJOR IN WEB DEVELOPMENT ASPIRE PROGRAM

BELLEVUE UNIVERSITY | 2021 - 2022