

Benito “Ben” Acovio III

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Work Experience:

HRIS Systems Analyst

April 2008 – August 2013

Walt Disney Parks & Resorts

Lake Buena Vista, FL

- Provided administrative support and built internal client relationships for the training system suite titled *Disney Development Connection*; a suite comprised of Plateau’s Learning Management System (LMS/“training”), Hummingbird’s Learning Content Repository (LCR), Plateau’s Question Editor and WebEx’s Virtual Classroom
- Created and maintained reports containing LMS/“training” data for the Walt Disney Company using Business Objects
- Worked with clients requesting new reports or experienced issues with a report
- Processed high priority tickets (multiple user issue, data integrity, data security/interface issue) relating to *Disney Development Connection* for all Disney Parks & Resorts locations in Service Center
- Manually maintained organization structure in the company’s performance review system, Performance Connection (PC), to match the organization structure in SAP and updated HR Business Partner’s access as needed
- Worked with I.T. partners both domestic and international to create workable solutions for any of the HR systems (LMS, PC, SAP) for our internal clients and end-users
- Monthly basis trained LMS administrators on Business Objects reports and as needed provided advanced reporting training to executive administrative support for any HR Systems; including demonstrating advanced Excel functions for areas requiring individualized reporting
- Added and removed administrative and generic users from the LMS, SAP, Performance Review and Business Objects systems; also assisted in developing new roles and permissions to meet data security requirements
- Worked with clients requesting new interfaces into the LMS or Performance Review systems
- Partnered with IT and clients to make sure both sides understand the enhancement request, reviewed “in flight” projects that may impact requests, receive a “sign off” before IT begins work, and validate requests were met; in some cases acting as the “translator” between IT and the client until both sides understand
- Partnered with new businesses to assist in opening and launching Hong Kong Disneyland, Disney Dream, Disney Fantasy and Shanghai Disneyland by providing support for the HR systems

***Disney Development Connection* Coordinator**

August 2005 – April 2008

Walt Disney Parks & Resorts

Lake Buena Vista, FL

- Part of a team that implemented a new Learning Management System for The Walt Disney Company that included writing scripts, testing functionality, writing operating guides, and moving all training records and data out of SAP; system titled “*Disney Development Connection*”
- Troubleshoot Learner and Admin challenges with the Learner Management System
- Validated Learner data and training information transferred between SAP and *Disney Development Connection* using HR Master Data and Qualifications Professional modules; manually updated as needed
- Created and updated instruction guides that provided additional training information for *Disney Development Connection*
- Assisted in the annual roll-out of the company wide Security and Compliance training using the LMS automated Assignment Profiles and the manual "Learner Needs" functions; confirmed company compliance
- Provided consultation to multiple departments and Business Units on the roll-out of new training programs and how to utilize the Learning Management System
- Provided phone support for the *Disney Development Connection* Support Center and trained new team members on how to respond to end users

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Disney University Production Services Assistant

June 2004 – August 2005

- Provided phone support for the Disney University Class Registration Call Center
- Assisted in assigning online training to Cast Members on the company’s portal
- Created, registered and recorded classes in SAP Training and Events
- Communicated to the team updates and new information
- Coached new team members on how to respond to questions and how to manage a phone call
- Started on a temporary contract through a third party in June ‘04 and hired by Disney in September ‘04

Walt Disney World

Lake Buena Vista , FL

Assistant Director of Housing

Sept 2003 – June 2004

- Supervised five full-time professional staff and ten student staff members
- Achieved projected occupancy levels
- Coached and trained Resident Life Coordinators on how to lead and supervise their Resident Advisors
- Served in the role of Director of Housing & Resident Life when the Director was unavailable
- Processed and documented resident judicial cases for disciplinary action

The Art Institute of Fort Lauderdale

Ft. Lauderdale, FL

Assistant Director of Student Activities

August 2002 – June 2003

- Assisted with supervising the Student Activities Department that encompassed Greek Life, Association of Campus Entertainment (A.C.E.) and the Student Government Association (S.G.A.)
- Updated the Student Activities Department’s web site to advertise events and calendar
- Managed the audio, video and computer equipment for the Student Activities Department
- Assisted in planning, marketing and promoting events for the campus
- Assisted in dealing with contract negotiations for entertainers and service providers

Florida Southern College

Lakeland, FL

Student Life Coordinator

August 2000 – June 2002

- Supervised a student staff of seven Resident Advisors and managed two dormitory facilities housing 164 resident and two fraternities
- Scheduled three administrative and ten student staff to provide service for a twenty four hour office that serviced approximately 500 residents
- Processed and documented resident judicial cases for disciplinary action
- Assisted in the interview and hiring process for the Residence Life staff

Florida Southern College

Lakeland, FL

Education:

May 2000 Bachelor of Arts

St. Mary’s University, San Antonio, Tx

Major: English & Communications Minor: Business

System and Software Knowledge:

- Plateau’s Learner Management System
- Hummingbird - Learning Content Repository
- Business Objects 3.1 and 4.0 Universe and Webi Reports
- SAP Training and Events
- SAP Governance Forms
- Microsoft Office Suite
- Adobe Dreamweaver
- Adobe Photoshop
- Service Center 6
- Cisco WebEx

References

Available upon request