

# CHANDLER FAHRNER

## OBJECTIVE

To elevate the customer experience through commitment to excellence in servant leadership and quality service

## EXPERIENCE

### *Senior Operations Manager*

**April 2022 - Present**

#### **Hertz – Nashville, TN**

##### **Nashville International Airport (BNA)**

- Assists the Airport (Assistant) General Manager for the delivery of profit for the airport location.
- Leads and supports processes to meet and exceed customer expectations, and ensure alignment of the sales force with those sales methods and processes.
- Pro-actively drive the sales process that leads to the creation of a dynamic, customer-focused zone commercial organization focused on selling value-added solutions (VAS).
- Ensures achievement of profitability while protecting the value offering.
- Actively fosters a culture that provides the “Best in Class” Customer Service.
- Constantly champions productivity improvements via employee involvement and accountability.
- Responsible for building, managing and developing talent effectively within the Organization in order to foster a high performing culture and holds all location management accountable for the effective management of their teams.
- Actively engages in effective communication plans focused on building employee engagement in order to achieve business results.
- Conducts performance evaluations that are timely and constructive.
- Schedules and supervises the management team as well as the non-exempt frontline employees at the site – a responsibility that may be delegated, but remains the ultimate responsibility of the Senior Operations Manager or the Assistant General Manager, depending on size of location.
- Manages the airport and assigned locations/geographic areas when the General Manager is not present.

### *Grocery Replenishment Specialist (Part-Time)*

**October 2021 - Present**

#### **Publix – Lebanon, TN**

##### **Publix Super Market at Lebanon Center, Grocery Department**

- Champions safety performance by taking immediate, appropriate action to prevent at-risk behaviors before they occur. Immediately rectifies at-risk behaviors across departments within the store. Always wears or uses safety or protective equipment (e.g., safety cutter, safety belt, face-coverings, etc.), and encourages others to do so.
- Creates opportunities to build positive working relationships with other associates and always seeks out ways to assist others in accomplishing work and serving customers. Effectively works to prevent conflict from starting and resolves conflict before it escalates. Stimulates teamwork and positive attitudes in others.
- Role models the following tasks to ensure the quality and availability of product: trains others on rotating products and following proper stocking procedures and techniques (e.g., stocks out-of-stocks and lows first, stocks with two hands, proper staging of product, utilizes FIFO rule, etc.); assisting others by ensuring products remain undamaged and the cold chain is maintained; leading by example in productively following loading/unloading procedures (e.g., efficiently loads floats to minimize steps, working back-stock, working truck, breaking down cardboard when turning to get another case, etc.). Always follows established health standards (e.g., handling damaged products, etc.), and assists others in doing the same.
- Provides legendary customer service and executes on Difference Makers behaviors as quickly as possible without sacrificing quality. Exemplifies the Publix shopping experience and surpasses customers’ expectations (e.g., promotes the Publix brand, understands promotions and provides information to customers, explains/points out: BOGOs, weekly ad specials, natural/organic tags, baby club, new items, clearance, etc.).

### *Multi-Unit Guest Experience Director (Georgia-based; re-located to Tennessee for family)*

**January 2021 – July 2021**

#### **Walnut Grove dba Mountain & Marsh – Atlanta, GA**

##### **The Lodge at Walnut Grove & Emma’s Driftwood Farm**

- Led with a servant’s heart at two premium vacation rental properties: a 265+ acre property including a main lodge and bunkhouse near the Chattahoochee National Forest and Carters Lake in the North Georgia Mountains and a 65+ acre farm on the Georgia Coast looking out on the Atlantic Ocean.
- Operationalized guest activities for hiking/biking, fly fishing, stargazing, trivia, crabbing, and more!
- Served as a student of people to champion all four stages of a guest interaction which included branding & awareness, reservations, stay, and follow up.
- Developed business model including building a marketing strategy, establishing pricing, procuring necessary insurance, and acquired guest feedback and NPS for continuous improvement.
- Developed a budget using PlanGuru forecasting and presented P&L roadmap to profitability to ownership leveraging QuickBooks for chart of accounts and invoicing.
- Marketed and promoted two startup hospitality businesses called Brighton Driftwood, LLC and Walnut Grove, LLC through

strong partnerships with OTAs including VRBO, Airbnb, and direct website bookings.

- Drove social marketing campaigns on Facebook and Instagram and developed direct booking websites leveraging Squarespace.
- Sourced vendors to provide additional recreational activities which elevated the guest experience.
- Established comp set data and determined appropriate occupancy rates, occupancy terms, cleaning fee(s), retail item pricing, etc.

***Research Associate I/Contract Officer***

**January 2020 – January 2021**

**Georgia Institute of Technology – Atlanta, GA**

**Office of Sponsored Programs (OSP)**

- Manage the pre- and post-awards for grants and contracts to subawardees.
- Interact with academic and research faculty and management providing contractual guidance.
- Outline regulatory compliance & policy requirements.
- Directly coordinate & negotiate with subawardees related to new & existing subcontracts.

***Resort Operations Duty Manager***

**October 2019 – January 2020**

**Walt Disney World Resort® - Orlando, FL**

**Disney's Yacht & Beach Club Resorts**

- Be the eyes & ears for the daily operation & a resource across all departments.
- Serve as ambassador of the Guest & Cast experience, protector of the Company Brand.
- Obsess over the Guest experience with laser-like focus through:
  - Mentoring Leaders & Cast by walking the talk.
  - Never settling for average.
  - Consistently following through.
- Preserve operational excellence in hotel Safety and Guest experience through partnership directly with Disney Media Relations, Guest Claims, Consumer Insight, Disney Executive Steering teams, Reedy Creek Fire Department, Guest Experience Center, Orange County Sheriff's Office, Disney Security, Transportation Operations, and more.
- Provide service recovery to de-escalate and restore normal hotel operations when responding to Guest illnesses/property damage, sewage backups, domestic disturbances, noise complaints, & more.
- Preserve operational readiness and luxury hotel positioning.

***Resort Operations Duty Manager***

**February 2017 – October 2019**

**Walt Disney World Resort® - Orlando, FL**

**Disney's Grand Floridian Resort & Spa & Disney's Polynesian Village Resort**

- Built internal relationships through partnership with departmental leadership to enhance resort performance to Forbes 5-star.
- Championed change by rolling out HotSOS escalation expectations to reduce Guest service response times to 15 minutes or less.
- Preserved operational excellence in hotel Safety and Guest experience through partnership directly with Disney Media Relations, Guest Claims, Consumer Insight, Disney Executive Steering teams, Reedy Creek Fire Department, Guest Experience Center, Orange County Sheriff's Office, Disney Security, Transportation Operations, and more.
- Provided service recovery to de-escalate and restore normal hotel operations when responding to Guest illnesses/property damage scenarios, sewage backup, domestic disturbances, and noise complaints.
- Managed staging and logistics for resort refurbishment projects such as air conditioning systems replacement, building and hotel room interior maintenance, and transportation improvement.
- Preserved operational readiness and luxury hotel positioning through high exposure with VIP Levels 1-4 including celebrities, international political dignitaries, professional athletes, and corporate executives.
- Represented the General Manager of the Resort by responding to GM letters, Guest Experience Tracker, & Medallia.
- Safeguarded Company heritage & traditions through demonstration of The Four Keys Basics & Top Five Core Guest Service Principles for Resorts & Transportation.

***Retail Guest Experience Manager***

**June 2013 – February 2017**

**Walt Disney World Resort® - Orlando, FL**

**Tomorrowland– Magic Kingdom Park**

- Led more than 240 Cast and peers through continued 80/20 onstage management. Adapted to the business needs of Night of Joy, Mickey's Not-So-Scary Halloween party, Mickey's Very Merry Christmas Party, & STAR WARS product set for new film.
- Inspired creative thinking by positively recognizing Cast for their efforts around Guest experience. Elevated Cast Appreciation efforts through the Greatest Summer Ever and Bash party planning. Provided the team with Four Keys Walk awareness and a 12 minute Cast Appreciation video including photos of all Cast throughout the summer of 2015. Focused on JIT and PLEX verbatim by calling out our Cast by first name and awarding them with Mickey ice cream bars.
- Assessed business performance by building awareness of key drivers through Business Sense reporting on Geiger Pin Cart & Space Mountain Shop. From FW 36-50, we exceeded revenue budgets each week at Geiger location with the exception of FW 36-39. Focused on top sellers & walked with stock teams to ensure items were always available for Guest purchase. Refocused on shrink as the loss to the cart swelled to \$12,000 for FY 15. Employed "Pinogram" technique to reduce shrink. Partnered with HOH team to develop a shrink plan & Pick List optimization initiative to hedge the high shrink moving into FY 16. Drove Space Mountain Shop to \$4.3 million in profit FY 16 by managing labor and motivating sales of D-Tech on Demand product.
- Communicated effectively by designing a weekly recap document for our team to briefly describe our GRSP signage in local stores. Partnered with Fantasyland Merchandise and Storybook Circus Merchandise Operations teams to benchmark best practices on how to best display promos for Cast in a simple and useful way to enhance the Guest shopping experience.

### **Africa/Asia/OOTW– Disney’s Animal Kingdom Park**

- Developed Communications Strategy by employing a Survey feedback tool via SurveyMonkey to prioritize the importance of existing communication tools for our Leaders, Coordinators, and frontline Cast.
- Created and maintained guidelines for proper Sarbanes-Oxley auditing, labeling, and calendar reminders for Leaders. During my time as MATRA champion, our team was 100% compliant in the removal of non-location Cast, Backup Data Maintenance, inactive Cast, and non-location managers.
- Collaborated to elevate awareness around the \$ per transaction Spring Fever Contest and drove Guest traffic to Rafiki's Planet Watch for an improved % to gate metric.
- Drove business results for the three Asia Merchandise carts throughout the Spring Fever Contest. Elevated Average Dollar Sales (ADS) at the Mandala Cart from \$11 to \$15 due to our merchandise vending initiatives. This contributed immensely to our accomplishments as we drove our ADS closer to an \$18.06 average for the land.

### **Moana & Boutiki– Disney’s Polynesian Village Resort**

- Focused on injury prevention by performing weekly and monthly walks and demonstrating Safety commitment through Near Miss Reporting to keep OSHA recordable incidents at 1 for Q1.
- Managed resort delivery services by utilizing SCLogic reporting, package sorting, courtesy room calls, and delivery of merchandise packages undamaged and on time to monorail resort destinations.
- Motivated sales and managed labor for stores with combined weekly budgets of \$105,000 by driving top sellers and key revenue/shrink metrics through distribution of weekly editions of Business Sense for Cast.
- Employed 5S –techniques by leading two overnight HOH projects to sort/set in order skus for Moana for Pick List launch.

### **Icon – Disney’s Hollywood Studios Park**

- Preserved Safety and Show keys through the use of proper Safety in Motion techniques while handling strollers and application of SCLogic technology for Guest Delivery Services.
- Led MyMagic+ initiatives through retail MagicBand Link-It Later rollout and sustainment by driving Cast training and standardizing Heart of House processes.
- Established new Homeroom structure and Four Keys Walk process to maximize Leadership and Cast engagement.
- Mentored Leaders and Coordinators to enhance their local business through inventory management and Disney’s Four Keys.

### **Backlands – Disney’s Hollywood Studios Park**

- Contributed to the Guest experience through Just-in-Time data reporting and Four Keys Walks with Cast to implement best practices and communicate major achievements at Tatooine Traders.
- Enhanced holiday spirit by training and supporting glow operations during the Osborne Family Spectacle of Dancing Lights.
- Elevated recognition initiatives park wide by partnering with multiple lines of business for quarterly nighttime Cast activities and celebrations to motivate Cast for property-wide project rollouts.
- Mentored Cast Members to develop and motivate high performance in the daily operation and encourage career development.

### **Management Internship-Retail**

**January 2012 – June 2012**

**Walt Disney World Resort® - Orlando, FL**

### **Tomorrowland – Magic Kingdom Park**

- Developed future Leaders to pursue Emerging Leader and Introduction to Operations Leadership opportunities.
- Led 234 area Cast by focusing on the Four Keys Basics to deliver great Guest Service to meet financial goals.
- Served as a role model for Safety as the co-Safety Champion of Tomorrowland Merchandise Operations.
- Managed area operations budgeted for an annual plan of \$25 million by controlling labor costs & delivering great Guest Service.

## **EDUCATION**

**University of Northern Iowa, Cedar Falls, Iowa**

**Bachelor of Arts: Marketing Management**

*Graduated: May 2013*

## **SKILLS/INTERESTS**

- StrengthsFinder 2.0 Top 5- Restorative, Futuristic, Strategic, Includer, Ideation
- Park Operations Management Systems- SAP, WorkBrain, Cast Deployment System, SCLogic, Lilo, Matra, RIM, 5S, CastApp, Safety Management System (SMS) IPA.
- Resort Operations Management Systems- MAGIC, Safety Management Systems (SMS) STITCH, Confidential Report of Incident (CRI), Lock Interrogations, CAST Recovery system, HotSos, Medallia, GET.
- Specialized training- First Responder, Duty 8 Critical Tasks, Forbes 5-Star Service Performance, Food Safety Certified (Certificate No. 21489579), Emergency Response including sewage backup and fire suppression/evacuation, Responsible Vendor (RVP), domestic disturbance de-escalation, active shooter, ATM skimmer fraud, Innkeepers Laws, leading a unionized workforce (familiar with union contracts), & more.
- Computer skills – Microsoft Office, Apple software, & Adobe Acrobat
- International studies – Chinese culture (2011)
- One month study abroad capstone in Dalian & Beijing China- focus on study of Mandarin language both traditional and contemporary with emphasis on speaking. Verbally tested for ability to engage in conversational Mandarin while in the country. Received highest rating for comprehension of Mandarin language at end of travel abroad. Engaged in study of Chinese history through exploration of China’s Great Wall, Forbidden City, and Temple of Heaven.

