

Jesus Rodriguez

951-348-1335 • jesus.m.rodriguez3@disney.com

PROFESSIONAL SUMMARY

Technology-driven problem solver with experience in software development, intranet systems, and operational technology. Skilled at diagnosing technical issues, streamlining internal tools, improving workflows, and supporting teams in high-volume environments. Demonstrates a commitment to inclusion, clear communication, and guest-focused problem solving across technical and non-technical teams, while partnering with diverse teams to deliver effective, user-centered outcomes.

WORK EXPERIENCE

Disneyland Resort

Merchandise Host/ Front-of-House Lead

October 2022–Present

- Troubleshoot and resolve technical issues with POS systems, scanners, payment terminals, and printers to maintain smooth retail operations in a high-volume environment.
- Supports hundreds of guests per shift by delivering exceptional service aligned with Disney's 5 Keys and SERVICE model
- Manage break rotations, task assignments, and escalated guest situations; optimize guest throughput by assessing staffing needs, reducing bottlenecks, and supporting newer Cast Members struggling with peak-time processes.
- Collaborate with Security, Custodial, and Wireless teams to resolve connectivity issues and maintain show-ready spaces.
- Operate and maintain embroidery equipment, applying attention to detail and creative problem-solving to deliver customized products that enhance the guest experience.

Operations Account Associate (Temporary Assignment)

August 2025–September 2025

- Replaced and configured safety beacons across Disneyland Resort hotels, ensuring accurate digital registration in the Relay app and proper physical installation in 150+ guest rooms per day across all teams, totaling 3,750+ rooms.
- Tested and validated beacon functionality by confirming signal transmission, mesh-network connectivity, and correct mapping to hotel rooms, resolving issues through device resets, reconfiguration, or hardware replacement.
- Maintained data accuracy by updating Smartsheet logs, labeling new devices, and performing room-by-room and floor-by-floor verification checks to prevent mismatches in a safety-critical system.
- Identified and resolved issues such as mislabeled MAC addresses, app connectivity failures, and hardware discrepancies across hotel floors; investigated and recovered missing devices.

The Moore Law Group

Junior Programmer

July 2019–March 2020

- Developed and maintained the firm's company-wide intranet portal using Django (Python), Apache, MySQL, HTML/CSS/JavaScript, and Bootstrap, serving ~250 employees across CA, AZ, CO, and NM.
- Created a test environment with Docker and used Git for version control to ensure safe, reliable deployments to an internal production server. Managed updates remotely via RealVNC.
- Designed searchable employee directory, department dashboards, and customizable internal communication tools used daily by Operations, Attorneys, Paralegals, and Management, especially regarding compliance updates.
- Developed numerous automation pipelines (daily, weekly, biweekly) for compliance reports, attorney performance metrics, call center analytics via PowerBI, settlement summaries, and outbound legal correspondence.

EDUCATION

M.S., Mechanical Engineering | California State University, Fullerton - Disney Aspire

In Progress

B.S., Computer Science | California State University, Fullerton

January 2019

TECHNOLOGIES

- Django, Python, JavaScript, TypeScript, HTML5, CSS3, Bootstrap, MySQL, Linux, Git, PowerShell, Bash, Apache HTTP Server, Docker, Power BI, ServiceNow, Smartsheet, RealVNC, REST-style integrations, Power Apps, Power Automate