

Alicia Matheson

Alicia Matheson applies her management and international experience to helping organizations benchmark Disney best practices as they strive to enhance the way they do business.

Alicia's Disney career began in 1992 at Disney's Yacht and Beach Club Resorts at the Walt Disney World Resort in Lake Buena Vista, Fla., where she worked in front office and accounts billing. Alicia's leadership qualities and customer insight were quickly recognized and was later accepted into Disney's Leadership and Development Program. This role allowed Alicia to sharpen her skills in human resources, finance, management and training.

After her leadership training, she was promoted into resort leadership at Disney's French Quarter and Port Orleans Resorts overseeing areas of housekeeping, front desk, bell services and guest services departments.

In 1999, Alicia was selected as a member of the leadership team for the grand opening of the Epcot Millennium Village pavilion. This initiative was created as part of the 15-month Walt Disney World Millennium Celebration. Alicia successfully managed the food and beverage, merchandise, custodial and attractions departments for the pavilion. Following the celebration, Alicia worked in the Epcot College and International Programs recruiting and teaching cultural awareness programs before being promoted to the *Disney Institute* facilitation team in 2001.

As a *Disney Institute* facilitator, Alicia has expanded her expertise in a variety of areas. Her largest business audience is healthcare. Teaching strategic hands-on business applications for healthcare program participants, she has helped hospitals and medical facilities achieve success and improve their patient satisfaction survey results.

Alicia is a licensed Florida realtor. She is presently a proud member of the YMCA Adult Achievers Program in Central Florida, helping develop young future leaders and a Disney Advocate for the United Way.

Alicia was awarded a Bachelor of Arts degree in business management and economics at Cortland State University in Cortland, NY. To complete her minor in Spanish, she studied at El Centro Bilingue University in Cuernavaca, Mexico. Alicia also holds a Master of Arts degree in international business management from the University of North London and her Executive Master of Business Administration degree from Stetson University.