Deborah Schaben

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**Education**

Master of Arts in Business and Organizational Security Management

**Webster University** (Walt Disney World Cohort) May 2007

Emphasis on Legal and Ethical Issues in Security Management, Business Asset Protection, and Emergency Planning.

Dissertation Title: Emergency Operations Centers (EOC) Best Practices

(Advisor – Martin Rosenblum)

In order to benefit the large corporation by which the authors are employed while furthering educational endeavors, the project team approached Senior Management for thesis selection. Senior Management offered several topics that could both benefit the company and the team. One of the suggested topics proposed that policies and procedures for Emergency Operations Centers within the corporation could be improved upon by studying the best practices and lessons learned from governmental Emergency Operation Centers. The local, state and federal government emergency practices could be used to benchmark best practices in emergency operations and therefore aid the corporation for improvements in their current practice.

Master of Arts in Counseling

**Webster University (South Orlano Campus)**  November 2004

Emphasis on counseling in a school setting and mental health counseling

Practicum: Celebration High School Guidance Program – Celebration, FL (2004)

Bachelor of Journalism News –Editorial

**University of Nebraska-Lincoln**  May 1999

Emphasis on journalism for newspapers

Minors in English, Psychology, American History, and Family and Consumer Science

**TEACHING EXPERIENCE**

**Central Community College –Arapahoe Public Library Oct. 2012- May 2013**

* Presenter for Nebraska Campaign for Digital Literacy
* Taught community computer skills courses through CCC at Arapahoe Public Library.
* Courses taught: Basic Computer, Basic Internet, Uploading Photos to the internet, Copy, cut and Paste, Facebook, Basic Microsoft Word, Basic and Intermediate Microsoft Excel.
* Developed teaching materials and Powerpoint presentations for courses.

**Everest University – South Orlando Campus May 2012 – Sept. 2012**

* Acting Program Manager for Criminal Justice
* Advised students on issues such as course selection, progress toward graduation, and career decisions.
* Directed, coordinated, and evaluated the activities of 8 criminal justice instructors.
* Attended daily meetings about student retention and attrition.
* Recruited, hired, and trained departmental personnel.

**Everest University- South Orlando Campus January 2008 –May 2012**

**Adjunct and Faculty Instructor**

**Received Instructor of the Year award for South Orlando Campus – 2011**

**Everest University – Melbourne Campus January 2009 – October 2009**

**Adjunct Instructor**

**Courses taught:**

**Strategies for Success:** a course required for incoming students to teach core concepts of student success including note taking, test taking, study and reading skills and basic career skills.

**Basic Critical Thinking:** A course required for incoming students teaching the elements of critical thinking such as problem solving, perception, making arguments and conducting research.

**Principles of Sociology:** Basic Sociological principles including concepts of deviance, social stratification, race, gender, family, education, demographics and culture.

**General Psychology:** Basic psychological principles including concepts of life span, perception, sensation, stress, learning, psychological disorders, intelligence and consciousness.

**Social Psychology:** Basic Psychological principles of conformity, obedience, aggression, attachment, social cognition and social beliefs and judgments.

**Communications and Technology Security**: basic principles in information security including risk assessment, basic Internet security technology, security planning, physical security, and business planning.

**Principles of Adult Learning:** covering Malcolm Knowles theory about how adults learn in a training environment.

**Inspire! New Faculty Orientation:** Basic classroom management, Soft Skills and emotional intelligence, motivating adult learners, and active learning processes involving Bloom’s Taxonomy.

**Career Skills:** covering job search techniques, resumes, business letters and interview skills.

Other Professional Experience

**University of Nebraska-Lincoln October 2015 – present**

**Office Associate - Department of Sociology**

* Responsible for the effective operation of the Department of Sociology’s main office.
* Primarily responsible for the administrative support of the teaching functions of the Department, supporting the Vice Chair, and Department Committee Chairs, in particular, the Undergraduate, Graduate, and Planning and Resources Chairs. Functions as the initial contact for students who are prospective Sociology majors and minors.
* Primary contact for students taking Sociology courses who need assistance or information.
* Other general office support include tasks such as, managing keys, listserves, updating the department web page, service requisitions, equipment and inventory records, distribution of mail, and a variety of tasks necessary to reach department strategic goals.
* Also performed extra work as a grader for Sociology 209 – Sociology of Crime (Spring 2016) and Sociology 101 Introduction to Sociology (Fall 2016).
* Successfully designed and distributed he first departmental newsletter since 2006.

**Arapahoe Public Mirror January 2013 – October, 2015**

**Reporter, Feature writer, and photographer**

* Suggested and created content for news items. Communicated to community and school leaders on local topics.
* Edited photographs using Photoshop and wrote cutlines for photos.
* Wrote a bi-monthly column about life in Nebraska.
* Utilized InDesign to layout the newspaper.

**Disney Work Experience**

**Walt Disney World, Lake Buena Vista, FL** January 1998- July 2013

Food and Beverage hostess January 2008 to July 2013

* Seasonal employment at Toy Story Pizza Planet at Disney Hollywood Studios
* Worked in a fast-paced environment; some job skills include handling money while providing exceptional guest service, general cleaning and food preparation.

Loss Prevention Specialist February 2003 to January 2008

* Trained observer to report any indicators of suspicious behavior.
* Supported business partners such as merchandise in minimizing loss by preventing theft and fraud, identify potential for loss in business areas and offered education to front line cast members to reduce incidences of fraud and theft.
* Enthusiastically supported Security Operations when needed.
* Successfully completed Retail Theft Operative training.
* Successfully completed University of Nevada-Las Vegas Plain Clothes Operative/Loss Prevention Specialist training.
* Served as a member of the Studios Hurricane Ride-Out Crew (2004.)

Security Hostess March 2002 to February 2003

As a Security Hostess, I was assigned to the post of “Movie 2” at Disney MGM Studios.

* Maintained a visual presence in my assigned area of the park.
* Responded to radio calls assigned by radio dispatch or management
* Provided exceptional guest service to guests and cast.
* Served as graveyard trainer for new cast members.
* Partnered with other business area such as custodial and engineering to assist with their business needs.

Security Communication Specialist September 2001 to March 2002

* Answered incoming telephone calls.
* Monitored radio traffic and dispatch security personnel on calls.
* Directed and responded to the actions, needs and requests of security and business partners such as front desks and merchandise locations.
* Maintained a professional attitude while assisting guests, cast, management and outside emergency organizations such as Orange County Sheriff’s Department and Florida Highway Patrol.

Telephone Sales Agent -Disney Reservation Center March 2000 to January 2001

* At DRC, vacation planning was the primary function on my role.
* Provided exceptional guest service by answering incoming calls from future guests wishing to book their vacation at Walt Disney World.
* Booked priority seating for Walt Disney World restaurants and Cirque du Soleil.
* Acted as a “Disney Expert” by answering a variety of questions.

Front Desk Hostess - Disney’s Grand Floridian Resort and Spa July 1999 to March 2000

* Greeted each guest and checked them in and out of the hotel utilizing DPMS.
* Provided guest services including ticket sales and priority seating for Walt Disney Restaurants.
* Served as back office coordinator during the grave shifts;
* Maintained resort records while the computer system completed the nightly audit. I was able to produce a graveyard coordinator resource – a step-by-step training guide to assist cast members with night audits.

**Other work experiences**

**English Teacher in China**

Yu Cai Middle School; Cixi City, China February 2001 to July 2001

* While living in Cixi City, Zhejiang, China, I taught English as a Second Language to middle and high school students at Yu Cai Middle School.
* Instructor of six different English classes at beginning and intermediate levels
* Taught grammar, conversation and American culture to 220 students.
* Represented the school in TV commercials, newspaper advertisements and public seminars.

Human Resource Assistant – Advanced College Program Internship

Centers of Excellence (The Disney Learning Center) January 1998 to June 1999

* Assisted cast members with Library resources utilizing the CASPR system
* Provided assistance with resume and career resources and aided with trouble shooting for computer systems such as Word, Excel, PowerPoint and Internet.

Walt Disney World College Program Summer 1995

* Earned my “Mouster’s degree” by finishing the college program curriculum
* Worked as a custodial hostess at Disney/MGM Studies
* Attended classes that taught Disney Heritage and values.

**Interests and personal achievements**

* Completed 200 miles trek “Le Chemin des Sauctuaires” (The way of Sanctuaries) in Quebec, Canada June 2013
* Walked the Camino de Santiago (The Way of St. James) in April/May 2009 and October 2011
* Record my own podcast about the Camino de santiago and other pilgrimages – ipilgrim podcast
* Recorded and researched podcasts for SQPN.com : The Secrets of Disney(2011), The Secrets of Once Upon a Time (2015), and Secrets of Farmville (2011) with Fr. Roderick Vonhögen
* Organized and lead “Honor Your Mother” pilgrimage for St. Germanus Catholic Church on May 12, 2013 with Fr. Robert Barnhill.
* Co-coordinator and founding member of the Orlando Chapter of American Pilgrims on the Camino in 2012
* Maintained gardens and grounds at pilgrimage site OUr Lady of Fatima shrine – Arapahoe, Nebraska
* appeared in small segment of Net’s *nebraska’s sacred places* (2016)