

2016 POMS College of Service Operations Mini-Conference

“An Experiential Service Journey”

Thursday May 5th, 2016

9:15am to 6:00pm

at the Lake Buena Vista Hilton, Orlando, FL

9:15am – 9:30am *Registration and Welcome*

9:30am – 10:30am **Roseann Harrington – VP, Marketing, Communications & Community Relations, Orlando Utilities Commission (OUC - The *Reliable One*)**

Roseann Harrington is vice president of marketing, communications and community relations for Orlando Utilities Commission (OUC – The *Reliable One*). She oversees all internal and external corporate relations including communications, media relations, advertising, marketing, customer education, community relations, employee involvement, local government affairs, economic development and e-commerce.



10:30am – 11:30am **Ben Amaba – Global Executive for the Hybrid Cloud Products Division, IBM**



Dr. Ben Amaba's expertise is in executive management, strategic planning, operations, and engineering. He is responsible for health care, manufacturing, energy, petroleum, chemical, nuclear, government and logistics industries for systems and software engineering. Dr. Amaba is the IBM Global executive for the Hybrid Cloud Products Division.

11:30am – 12:15pm **Todd Fisher – Senior Manager, Talent Development, Hilton Worldwide**

Todd Fisher supports Leadership Development in 150 Hilton hotel properties throughout the Western United States representing multiple brands and thousands of team members. He is very passionate about service and how it relates to team member engagement and trust ultimately building customer loyalty and profits.



12:15pm – 1:15pm *Lunch and Presentation*

12:30pm – 1:00pm **Michael Price – Assistant Curator, Fish Zoological Operations, SeaWorld**

Michael Price is an Assistant Curator, Fish Zoological Operations, at SeaWorld San Diego. He has degrees in marine biology and psychology. He has had a life-long passion for the marine environment and enjoys being able to share these wonders with the millions of people who visit the park every year.

1:30pm *Bus departs for the SeaWorld Tour*

2:00pm – 4:00pm **Behind-the-Scenes Tour of SeaWorld**

SeaWorld Parks & Entertainment™ is a leading theme park and entertainment company whose core offering is focused on the delivery of experiences. The tour will provide a unique and exciting inside look at the experiential service practices of SeaWorld Orlando Theme Park. Please be prepared to walk around the park.

5:00pm – 6:00pm *Networking Reception*

Speaker Biographies

Roseann Harrington – VP, Marketing, Communications & Community Relations, Orlando Utilities Commission (OUC - The *Reliable One*)

Roseann Harrington is vice president of marketing, communications and community relations for Orlando Utilities Commission (OUC – The *Reliable One*). She oversees all internal and external corporate relations including communications, media relations, advertising, marketing, customer education, community relations, employee involvement, local government affairs, economic development and e-commerce. Harrington is a graduate of Loyola University New Orleans and holds an MBA from Rollins College. *14 Business Magazine* named her a 2015 Entrepreneur of the Year by awarding her the Rollins Crummer Graduate School Women’s Leadership Award for her work powering economic growth and innovation in Central Florida. In 2014, the Girl Scouts of Citrus Council honored her strength of character with its 17th Annual Women of Distinction Lifetime Achievement Award – one of Central Florida’s most prestigious honors for women, which celebrates excellence, ingenuity and the ability to overcome barriers. She currently serves on the board of directors and executive committee of the Metro Orlando Economic Development Commission, the Rollins College Crummer Graduate School of Business Board of Overseers and the board of directors for both United Arts of Central Florida and Florida Citrus Sports.

Ben Amaba – Global Executive for the Hybrid Cloud Products Division, IBM

Dr. Ben Amaba’s expertise is in executive management, strategic planning, operations, and engineering. He is responsible for health care, manufacturing, energy, petroleum, chemical, nuclear, government and logistics industries for systems and software engineering. Dr. Amaba is the IBM Global executive for the Hybrid Cloud Products Division. As a Global Business Executive and Trusted Partner he has transformed and spoken with major corporations and organizations by executing on a shared vision and cross-functional goals. He has been quoted to inspire exceptional performance by translating highly complex concepts and projects into realistic business objectives. Applying robust analytical skills to drive market innovation, Dr. Amaba uses sound data analysis and commercialization techniques to ensure success of solutions-based products and services. Dr. Ben Amaba holds a PhD. degree in Industrial & Systems Engineering from the University of Miami in Miami, Florida; a M.B.A./M.S. degree in Engineering and Operations, and a B.S. degree in Electrical Engineering from Christian Brothers University in Memphis, Tennessee. Dr. Amaba is a registered and licensed Professional Engineer in several states with International Registry; certified in Production, Operations, and Inventory Management by APICS ®; LEED® Accredited Professional (Leadership in Energy & Environmental Design); and certified in Corporate Strategy by Massachusetts Institute of Technology in Cambridge, Massachusetts.

Todd Fisher – Senior Manager, Talent Development, Hilton Worldwide

Todd Fisher supports Leadership Development in 150 Hilton hotel properties throughout the Western United States representing multiple brands and thousands of team members. He is very passionate about service and how it relates to team member engagement and trust ultimately building customer loyalty and profits. His hospitality background covers multiple industries including retail, airport, casino, theme parks, and hotels. He holds a M.S. degree in Management from Rollins College and a B.S. degree in Hospitality Management from the University of Central Florida. He also has been a professor of hospitality for over 5 years.

Michael Price – Assistant Curator, Fish Zoological Operations, SeaWorld

Michael Price is an Assistant Curator, Fish Zoological Operations, at SeaWorld San Diego. He has degrees in marine biology and psychology. He has had a life-long passion for the marine environment and enjoys being able to share these wonders with the millions of people who visit the park every year. Early in his career he worked with fish, invertebrates, and sharks and was involved with exciting research that tracked great white sharks. For the last 13 years he worked within the Wild Arctic exhibit including the creation of the Beluga Interaction Program and rehabilitation of orphaned walrus. He recently has returned to the Fish Department to help manage a growing team open the largest sea turtle exhibit in the world, Turtle Reef, and renovate the front of the park, Explorer’s Reef.