

### **Kirsten Abbott-West bio**

Kirsten Abbott-West has been in the hospitality/entertainment industry for over 30 years and is currently the Director of Talent Development - Leadership Development and Back of House, for Universal Orlando.

She is responsible for driving overall strategy and execution for Leadership Development across the resort.

Prior to joining Universal Orlando in 2006, Kirsten worked for Walt Disney Parks and Resorts, holding various roles in performance consulting/guest service for WDW Resorts, as well as in leadership development for the Disney University.

She started her career with Sheraton Hotels and Resorts, holding both operational roles in the Rooms Division and training leadership roles for hotels and resorts in the United States and Canada.

Kirsten serves as a board member for the Rosen School of Hospitality Management, Theme Park track and Rollins College; Crummer Graduate School of Business – Management & Executive Education Advisory Council.

Kirsten holds a Bachelor of Commerce in Hotel and Restaurant Management from the University of Guelph and her SPHR certification from the HR Certification Institute and SHRM-SCP. Kirsten is a Certified Master for The Leadership Challenge.

