



Nicole Lauria, BA – Disney Institute
Program Facilitator

Nicole joined the *Walt Disney World*® Cast in 1999, where she held the position of senior sales manager for Resort Sales, Parks and Services. In her role, she was instrumental in developing and growing the national Diversity market for *Walt Disney World*® Resort and the Washington, D.C. association market. In this role she worked with organizations to bring their conventions to the *Walt Disney World*®

Resort. In addition to her sales responsibilities, Nicole serves as a board member for Disney's Local Diversity Action Team.

Prior to joining Disney, Nicole served as manager at several retail companies. Nicole began her career with the hospitality industry in 1988. She held positions in operations and front office, as well as a variety of leadership positions, including manager, assistant director, and director of sales with several luxury hotels and resorts chains in Tampa, Florida, and Chicago. Throughout her career, Nicole received numerous awards, including Future Manager of the Year. Nicole is also a member of American Society for Training and Development and the National Coalition of Black Meeting Planners, where she serves as a mentor for the College Program.

Nicole received her bachelor's degree in organizational management from Warner Southern College, with a dual minor in human resources and marketing. She also obtained her associate's degree from Florida A&M University in Tallahassee, Florida.

Disney Institute is devoted to inspiring individuals and organizations to strive for excellence. The *Disney Institute* curriculum was built upon the principles which made Walt Disney and the company that bears his name world famous: Leadership, People Management, Customer Service, Brand Loyalty, and Creativity.

