



# JENNA KINKADE

SVP, Chief Operations Officer

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Jenna Kinkade has a passion for education and business strategy planning. As a skilled trainer, consultant and business manager, Jenna utilizes her talents to help organizations make change, large or small.

Jenna has more than fifteen years of experience in various positions at Fortune 500 companies including the Walt Disney World Resort and Bausch & Lomb. Additionally, Jenna has excelled to President and Area Governor of Toastmasters International, a training forum for speakers. The Walt Disney Company recognized her for her passion and talent in training and leadership skills and recruited her first to train front-line employees, and consequently to facilitate various programs for The Disney Institute, Disney's professional development training arm, including team building and backstage tours for corporate groups, and educational programs for school groups.

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Integrated Loyalty Systems

Because of her success, she was promoted to train external Disney sales representatives in service, sales, product and customer relationships, both nationally and internationally. In many of these positions, she redesigned the programs, developed training materials, created incentive programs, initiated advanced training for experienced team members, and ensured the successful integration of the company culture. She culminated her training career at Disney as a trainer and facilitator for Disney's world-renowned "Traditions" program, where she facilitated new hire orientation programs in multiple languages to Disney cast and operating participants.

Jenna has put her extensive skills to use with Integrated Loyalty Systems by redesigning existing programs and processes, and project planning customized ILS leadership and culture change programs.

Jenna's training mastery effectively weaves together her passion for effective leadership to engage audiences and motivate them to implement change well after the emotion of the training is gone.

Jenna lives in Orlando, FL with her husband and children. In her free time, she enjoys learning ballet, taking online educational courses and reading.



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