



# Tierra Heiniger

## Ride Operator

Dedicated Ride Operator with 1 year of experience in ensuring the safety and enjoyment of amusement park guests. Proficient in operating various rides, adhering to safety protocols, and providing exceptional customer service. Adept at managing ride queues and handling emergency situations. Committed to creating memorable experiences for guests while maintaining a safe and enjoyable environment.

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80301

### Education

**Certificate in Amusement  
Ride Operation at Colorado  
Amusement Ride Operator  
Academy, Denver, CO**

Sep 2017 - May 2022

Relevant Coursework:  
Amusement Ride Safety and  
Inspection, Ride Operation and  
Maintenance, Crowd Control  
Techniques, Customer Service,  
and Emergency Procedures.

### Links

[linkedin.com/in/tierraheiniger](https://www.linkedin.com/in/tierraheiniger)

### Skills

Crowd management



Safety protocols



Equipment maintenance



Emergency response



Communication techniques



Ride inspection



Ticket handling



### Languages

## Employment History

### Ride Operator at Elitch Gardens Theme Park, CO

Feb 2023 - Present

- Successfully managed the safe operation of 5 major rides, serving over 10,000 guests daily during peak season, ensuring a 99% customer satisfaction rate.
- Implemented a new safety protocol that reduced ride-related incidents by 20%, contributing to the park's overall safety record and guest experience.
- Streamlined ride loading and unloading processes, reducing average wait times by 15% and increasing ride capacity by 10%, resulting in higher guest throughput and satisfaction.
- Trained and mentored 20 new ride operators, contributing to a 95% employee retention rate within the department and maintaining a consistently high level of guest service.

### Assistant Ride Operator at Glenwood Caverns Adventure Park, CO

Aug 2022 - Jan 2023

- Successfully maintained a 99% on-time ride operation rate throughout the peak season, ensuring guest satisfaction and efficient park operations.
- Implemented new safety procedures that led to a 20% reduction in minor incidents and improved overall safety ratings for the park.
- Consistently received positive feedback from guests, resulting in a 15% increase in return visitors during the summer season.

## Certificates

### Certified Ride Operator (CRO)

Jan 2022

### Amusement Park Safety Inspector Certification

Apr 2020

## Memberships

**International Association of Amusement Parks and Attractions (IAAPA)**