



*Discover the Business Behind the Magic*<sup>SM</sup>

# *Profile*

## **Thomas C. Madden**

Manager, Content Delivery and Quality Control

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### **Professional Experience**

Tom began his Walt Disney World career in 1979 as a Monorail host, working seasonally. In 1986, he returned to the Walt Disney World Resort as an assistant supervisor in Food and Beverage at Epcot. He was assigned to a variety of restaurants, both quick service and fine dining, leading to his promotion to area restaurant manager in 1990. Over the course of the next nine years, Tom provided leadership for themed restaurants representing Norway, Canada, and the United Kingdom, as well as themed quick service outlets. He has also managed Theme Park operations and Merchandise operations. In June 1999, Tom joined the Disney Institute as a facilitator for Business Programs.

Tom has also undertaken a number of special projects at the Walt Disney World Resort, including the hosting of media groups, travel industry professionals, and children's groups during press events and special celebrations. In 1993, Tom served with the highly successful Heart of Florida United Way campaign as a Loaned Executive. He has also recruited Cast Members for the Walt Disney World Resort from colleges in the United States, Canada, and Europe.

Prior to joining Disney, Tom was a unit manager for the York Steakhouse division of the General Mills Restaurant Group (now Darden). He has also taught at the high school and college levels in Illinois.

### **Education**

Tom received his bachelor of science degree from the University of Illinois and was selected for Phi Beta Kappa. He also holds a master's degree from the University of Illinois in psychology.