

Adam Alcantara

alcantaradevelopment@gmail.com | Portfolio: adamalcantara.com
GitHub: github.com/adamalcantara | Orlando, Florida

SUMMARY

- Creative and forward-thinking Project Coordinator with 5+ years of Disney Operations experience, driven by an eye for detail and a passion for crafting innovative experiences
- Creates and maintains partnerships, demonstrates flexibility, and works independently while managing time wisely and meeting deadlines
- Proficient in HTML, CSS, JavaScript, TypeScript, ReactJS, Tailwind CSS, WordPress, Python, SQL, MongoDB, Dart, Flutter, Microsoft Office, and the Adobe Creative Suite

EDUCATION

Wilmington University

Bachelor of Science in Computer Science | June 2024
Disney Aspire Participant

University of Central Florida

Full Stack Web Development Bootcamp | June 2021

AWARDS

The Walt Disney Legacy Award

September 2022

EXPERIENCE

Alcantara Media Development

Owner, Chief Content Developer

Orlando, Florida

October 2023 - Present

- Build dynamic, scalable, responsive, user experience-focused websites
- Crafted a social media campaign for a performance at Carnegie Hall with 20,000 users reached, analyzing interaction data to inform content creation

Walt Disney Parks & Resorts Experiences

Disney Photo Imaging Quality Assurance Coordinator

Orlando, Florida

November 2022 - Present

- Create PowerPoints, job aids, and facilitator scripts for Disney PhotoPass learning experiences
- Collaborate and maintain relationships with Disney Photo Imaging Line of Business, Disney University, and the Disney PhotoPass Marketing & Communications team to design and implement new learning experiences for Disney PhotoPass photographers
- Ensure that all training documents fit quality control standards, including consistency with style guides, company nomenclature, up-to-date visuals, and grammatical correctness
- Deliver Train-the-Trainer classes on all new content as it is turned over to operations
- Created new learning experiences for Disney Photo Imaging CORE, Sales & Service Center, and Capture Your Moment, while taking into account various learning styles

Star Wars Galactic Starcruiser - Photographer**November 2021 - November 2022**

- Selected as the trainer for Star Wars Galactic Starcruiser Portrait Experience opening team for subject matter expertise, reliability, and time management skills
- Brainstormed, designed, and delivered dynamic and engaging learning experiences for advanced photography techniques and operating a new venue
- Provided input on equipment, operations, and workflow to leadership and Disney Photo Imaging Line of Business partners for the Disney PhotoPass offering

Disney Photo Imaging Trainer**November 2019 - Present**

- Selected as the Opening Team Trainer for Capture Your Moment specialty training.
- Selected for the Disney PhotoPass Pandemic Reopening Training Team, delivering Safety Critical and Creativity Core training to returning photographers
- Design new a new training experience for Creativity CORE
- Train incoming Cast Members on Disney Photo Imaging's operations and policies
- Communicate effective feedback to trainees verbally and with photo reviews to improve photo quality, Guest service, and daily operations

Disney Fine Art Photography - Photographer**March 2019 - Present**

- Assist lead photographer with external details of productions, including time management, travel, equipment, and remained detail oriented during family, bridal, and convention level photo shoots
- Train incoming Fine Art Photography Cast Members on the Assist position
- Photograph a range of events including weddings, conventions, and portrait sessions while being self sufficient and exhibiting good time management and problem solving skills

Magic Kingdom Park Orientation Facilitator**November 2019 - November 2021**

- Facilitated a comprehensive guided tour of Magic Kingdom Park to 20-40 incoming Cast Members to familiarize them with the park layout, locations, and important Magic Kingdom Park information
- Familiarized Cast Members with local procedures relating to safety, first aid, and security
- Assist fellow facilitators by supporting the tour, ensuring Facilitator and participant safety, timing accuracy, and partnership with tour stops to keep the tour running smoothly

Disney PhotoPass Photographer - Magic Kingdom ® Park January 2016 - November 2021

- Created memorable interactions with Guests daily using Disney Five Keys Basics
- Selected for speciality trainings in Photo Support, Rover, Capture Your Moment, Castle Courtyard, Cinderella's Royal Table Proposal, and Magic Words with Mickey
- Effectively communicated and collaborated with multiple lines of business to maintain exceptional Guest service, recovery, and proactively solve multifaceted situations