

# Adam Alcantara

Portfolio: [adamalcantara.com](https://adamalcantara.com) | GitHub: [github.com/adamalcantara](https://github.com/adamalcantara)  
[alcantaradevelopment@gmail.com](mailto:alcantaradevelopment@gmail.com)

## 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
- Technically proficient in HTML, CSS, JavaScript, TypeScript, ReactJS, Tailwind CSS, WordPress, Python, SQL, MongoDB, 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

- Partner 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
- Write and edit facilitation scripts while remaining attentive to details and upholding standards
- Deliver Train the Trainer classes on all new content as it is turned over to the operation
- Analyze data to determine operational needs for new learning experiences
- 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