

Adam Alcantara

Creative and forward-thinking content developer with 5+ years of Disney Operations experience, driven by an eye for detail and a passion for crafting innovative experiences. Skilled at creating and maintaining partnerships, remaining flexible, and working independently.

EXPERIENCE

Alcantara Media Development

Orlando, Florida

Owner, Chief Content Developer

October 2023 - Present

- Create user-friendly, reactive experiences on the internet
- Technically proficient in HTML, CSS, JavaScript, ReactJS, Wordpress, Python, and SQL.
- Manage client expectations while meeting deadlines.
- Crafted a social media campaign for a performance at Carnegie Hall.

Disney Experiences ®

Orlando, Florida

Disney Photo Imaging Quality Assurance Coordinator

November 2022 - Present

- Design and implement new learning experiences, collaborating with multiple partners including Disney Photo Imaging Line of Business, Disney University, and Marketing & Communications.
- Ensure that learning experiences take into account various learning styles.
- Create and monitor camera settings across Walt Disney World Resort, and enter those camera settings into Personal Digital Assistants for use by Disney PhotoPass photographers.
- Created new training experiences for Disney Photo Imaging CORE, Disney Photo Imaging Sales & Service Center, Capture Your Moment, and Bibbidi Bobbidi Boutique.

Star Wars Galactic Starcruiser - Photographer

November 2021 - November 2022

- Selected as the Key Trainer for the photography opening team for Star Wars Galactic Starcruiser.
- Brainstorm, design, and deliver dynamic and engaging learning experiences on advanced photography techniques and operating a new venue.
- Collaborate with management, and Disney Photo Imaging Line of Business and Passenger Services partners in the delivery of photo reviews and new content to prepare Cast Members to open Star Wars Galactic Starcruiser.
- Provide input on equipment, operations, and workflow to management and Disney Photo Imaging line of business partners for the Disney PhotoPass offering aboard Star Wars Galactic Starcruiser.
- Partner with the Star Wars Galactic Starcruiser Operations Training Assistant in the creation of facilitation documents for the standardization of business practices.

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.

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 unique and multifaceted situations.

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.

AWARDS

- The Walt Disney Legacy Award
- Magic Kingdom Park Photo of the Year 2019.
- Magic Kingdom Park Photo of the Year 2018.
- Entertainment Quarterly Award Winner
Magic Kingdom, June 2019.

EDUCATION

- Wilmington University; Wilmington, Delaware
Computer Science
- Macomb Community College; Warren, Michigan
Associate's Degree