

Lauren Hoagland
hoaglandlaurenv@gmail.com
1(571)-641-7018

EXPERIENCE HIGHLIGHTS

- Completed the Disney College Program Spring 2018, utilizing additional learning opportunities
- Developed and designed engaging learning materials for students K-6
- Recognized by professionals in education as having a great rapport with students and families
- Extensive experience in both written and verbal communication in digital media

EDUCATION

Rider University, Lawrenceville, NJ

May 2017

Bachelor of Arts, English Writing

Academic Dean's List and Cum Laude

WORK EXPERIENCE

Walt Disney World Resort

Aug 2017– May 2018; Feb 2020 – Present

Custodial Hostess

- Creates and maintains positive visual enhancements while providing exceptional Guest services in high volume areas
- Demonstrates problem solving and decision-making skills while adapting to fluid work environments
- Uses excellent verbal communication skills with Guests and Cast Members in multiple lines of business

Island Supply by Sunglass Hut – Magic Kingdom Park

Oct 2018 – Aug 2020

Sales Associate

- Utilized interpersonal skills and sales techniques to provide Guests with the perfect pair of sunglasses
- Recommended accessories and additional pairs to enhance Guest satisfaction with the purchase
- Exemplified excellent verbal communication skills with Guests and Cast Members in multiple lines of business

Discovery Cove
Guest Services

Sept 2018 – Jan 2020

- Welcomed and directed guests to their destinations or reservations within the park
- Acted as a knowledge base for guests with questions about everything Discovery Cove has to offer, while also providing necessary gear for the day
- Prepared gear, stations, and other amenities before and after park hours for guests to fully enjoy their experience during their visit

ADSUGAR Digital Advertising Agency
Freelance Writer

Oct 2016 – July 2017

- Demonstrated excellent skills in writing, grammar, editing, and communication by completing 8-10 articles assigned weekly
- Utilized research techniques and supportive templates to incorporate relevant information
- Practiced conversational and engaging writing techniques to appeal to specific audiences

TEACHING EXPERIENCE

The Learning Experience
Assistant Teacher

Oct 2015 – May 2016

- Supported and cooperated with teachers in early elementary classrooms
- Practiced interpersonal skills by communicating with children and their families
- Contributed to enhancing each lesson by promoting a positive learning environment

Elementary Education Coursework

Sept 2013 – May 2016

- Actively taught and improvised lessons for 1st, 2nd, and 4th grade students
- Shared and practiced effective teaching techniques with colleagues in a feedback-rich environment
- Designed original and engaging lesson plans for grades K-6 in science, social studies, math, and language arts