

Kyle Scott

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Entertainment Manager

Detail-oriented, creative, and personable Entertainment Manager with extensive entertainment experience. Collaborates with staff and management to orchestrate the efficient operations of production shows, quality of performances and programmed events within a designated theater, venue or entertainment space. Delivers high levels of product and services; and demonstrates excellent leadership, exemplary guest relations, performance management, team collaboration, trustworthiness and dedication. Thrives in fast-paced, high pressure environments with the ability to multi-task and meet critical deadlines. Proficient in Microsoft Office Suite.

CORE PROFICIENCIES

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| <ul style="list-style-type: none">• Exemplary Customer Service• Strong Communication Skills• Team Player• Multi-Tasking / Organization• Staff Training & Development | <ul style="list-style-type: none">• Team Leadership• Relationship Building• Time Management• Cross-Functional Collaboration• Entertainment Management | <ul style="list-style-type: none">• Theater Production Operations• Budget Management• Problem Solving• Conflict Resolution |
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PROFESSIONAL EXPERIENCE

RWS ENTERTAINMENT

2019 – Present

PRODUCTION MANAGER

- Coordinates rehearsal scheduling, performer logistics, and projects for ten casts.
- Works with world renowned clients including Holland America, Virgin, and Celebrity.
- Facilitates and supervises the development of all design and technical elements including scenic, lighting, video, props, and wardrobe.
- Manages multiple project budgets valued at \$1.2M annually and strategizes to save the organization 60% in costs.
- Contributed to building Virgin Voyages Entertainment operations from the ground up.

DISNEY CRUISE LINE

2013 – 2019

ENTERTAINMENT MANAGER | 2019

- Managed daily onboard operations of the world-famous Disney characters.
- Coordinated scheduling, logistics, and presentation of 22 direct reports.
- Oversaw the Disney character brand and integrity in partnership with multiple onboard and shoreside teams.
- Coached, trained, mentored, and supervised performers, ensuring high levels of performance.
- Awarded Disney Legacy Award, the highest award for a cast member in the company for helping others to dream, create, and inspire.

STAGE MANAGER | 2018 – 2019

- Ensured high levels of show quality and events.
- Created and executed multiple show contingencies.

Continued...

- Facilitated and led training for entertainment hosts.
- Partnered with onboard management team to create a weekly entertainment calendar including rehearsals, call times, and performance times.
- Directed each rehearsal, oversaw show modifications and emergency contingencies.
- Partnered with shore side teams to coordinate the implementation of special events and holiday enhancements.
- Recognized with some of the highest entertainment scores for delivering high quality shows and experiences.

ANIMATION CAPTAIN | 2015 – 2018

- Managed onboard entertainment operation by overseeing sets and shows, took precise notes, and provided feedback to performers.
- Collaborated with stage management team to facilitate deck shows and ship enhancements for up to 4,000 guests.
- Served as point of contact and first response to emergency situations that affected onstage performances, including costume malfunctions, changes in blocking/choreography, and adverse weather conditions.
- Promptly resolved complex issues, and worked in a high-pressure environment, remaining calm under pressure.
- Worked closely with creative team to train character performers, while upholding the character integrity/brand during rehearsal process and onboard the ship.
- Enforced and adhered to safety procedures, ensuring safety of characters, greeters, and guests.

PERFORMER | 2013 – 2018

- Recognized as a primary performer in three main stage shows, four deck shows, and eight enhancements (opening cast of three), two face character programs, four sculpted programs, and various meet and greet characters.
- Performed for over 1.5M guests.
- Received multiple awards including Performer of the Year in 2016 and 2018, as well as hundreds of positive comments and accolades.

NEBRASKA WESLEYAN UNIVERSITY

BOX OFFICE LEAD

2009 – 2013

- Trained, scheduled, and supervised a team of box office employees and House Managers.
- Delegated tasks and conducted performance appraisals.
- Maintained precise and accurate records of ticket purchases.
- Tracked statistics of patrons and developed marketing/promotional campaigns from statistics and data gathered.

EDUCATION

Bachelor of Fine Arts, Musical Theatre, Nebraska Wesleyan University, Lincoln, NE (GPA: 3.77)

Certification, Hospitality & Tourism Management, Florida Atlantic University, Boca Raton, FL

Certification, Post-Crisis Leadership, University of South Florida, Tampa, FL

Certification, Web Development, Dr. Angela Yu, IN PROGRESS

AFFILIATIONS

Former President, Iowa Thespian Board