

Meghan Wotring

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Education & Training

B.S. in Spanish Education from East Stroudsburg University

-Licensed Pennsylvania educator: Spanish (K-12), English (7-12), Social Studies (7-12).

Erasmus Study Abroad Program: Spain

-Studied at the University of Jaén (summer 2011, spring semester 2013) and the University of Córdoba (summer 2014).

The Disney Institute in Toronto

- Certified in: Disney Traditions, Customer Service, Team Leadership, Disney Operations, Maintaining the Magic: Communications/Teamwork, Safety and Security, Water Safety and Emergency Preparedness.

Media Performance at Kathy Wickline Casting

-Branding, hosting & presenting, teleprompter, on camera presentation.

Social Media Marketing Mastery Course

-Mastery of creating and utilizing marketing strategies and concepts aimed at Social Media platforms.

Professional Skills

- Provided Disney's legendary customer service and guest experience.
- Strong interpersonal and cross-functional relationship skills.
- Strong time management and organizational skills.
- Traveled extensively through coastal U.S., Canada, Mexico, Alaska, South America, the Panama Canal, the Caribbean, Spain, and Ireland.
- Strong work ethic: average 65-72 hours weekly.
- Strong knowledge of trends in Social Media and optimizing platforms.
- On camera and live performance experience for crowds of 30,000+.
- Mastery of Apple computers, PC's, and Microsoft Office Suite.
- Fluent in Spanish, including healthcare and medical terminology.
- Strong writing and editing skills.
- Ability to create and deliver presentations tailored to audience needs and specifications.
- Excellent relationship management skills and openness to feedback.
- On camera experience, and experience collaborating with brands such as the History Channel and the Susan G. Komen Foundation.

Experience

Disney Cruise Line

Host & Performer

Social Media Optimizer

Customer Service

-Character & Stunt Performer: Interacted in-group and one-on-one interactions with guests to facilitate character interactions while maintaining character integrity and portraying and interpreting many different roles including Black Widow from Marvel's the Avengers, and Belle, from Beauty and the Beast; tailored presentation for each performance. Memorized and performed dozens of entertainment offerings with quick turn around, with weekly performance scores and feedback meetings.

-Host of the Great Alaskan Lumberjack Show: Hosted and collaborated on the development of a brand new port adventure in Ketchikan, Alaska. Assisted in the staging, costume, script, presentation, and more for a weekly performance for crowds of approximately 4,000. Responsible for maintaining character experience and the Disney vision and brand in variable conditions.

-Social Media Optimizer: optimized Social Media for bloggers and media influencers to promote the Disney brand and experience. Assisted guests to achieve a high quality of social media imagery to document the Disney experience, and optimized guest social media presence, which resulted in, increased professional photography sales and optimized guest social media opportunities. Worked with social media influencers and social media platforms to optimize digital presence and promote the Disney experience.

-Customer service: Lead and was part of an international, multi-disciplinary team to coordinate services and events resulting in excellent guest experiences. Responsible for running the floor and managing the timetable of character appearances, entertainment events, troubleshooting performance issues, and collaborating with photography, housekeeping, and the food services departments to deliver exceptional guest experiences. Responsible for the safety of team members, conflict resolution for staff and guests in an ever changing, fast paced environment to deliver exceptional guest experiences.

-Character greeter: Interacted with guests and Disney professional photographers to capture the ultimate Disney experience for a variety of media outlets. Provided high quality guest interaction and superior product while managing program time, safety, character integrity, and guest needs/expectation and personalities. Translated for Spanish speaking guests, and assisted guests from around the world with a variety of English speaking skills. Served as a liaison between crew officers and entertainment department, which provided actionable insight that inspired excellence with guest experience.

Substitute Teacher: Grades K-12

Spanish Immersion Classroom

Special Education and Learning Support

Regular Education

-Responsible for classroom learning, problem solving, student interaction, safety, and rapport building; to plan, coordinate, and execute assigned activities while interfacing with students from a variety of backgrounds and cultures while organizing and managing up to 30 students in a classroom. Prioritizing, time management, adaptability, project planning, and organization strongly utilized in the classroom setting. Assignments and projects must be thoroughly communicated and coordinated between students, faculty, and staff for a successful outcome. Utilize

a variety of technology in the classroom, such as SMART Boards and learning management systems to stay connected with parents and make real world connections to their education.

Volunteer Experience

National Anthem Performer

NASCAR Pocono Raceway
Pennsylvania State Troopers Memorial
RailRider's Baseball
The Iron Pigs
The Pennsylvania Farm Show

-Performed the National Anthem for audiences of over 100,000 people, and other sporting events, both live and recorded, via ESPN and other social media outlets. Interacted with media outlets and social media platforms during event coverage.

VoluntEARS

Disney Cruise Line

-Donated services to the Children's Center in Galveston, Texas and organized, facilitated the distribution of Disney plush toys. Facilitated the meet and greet with staff and children with Mickey Mouse and Chip and Dale, and optimized media outlets for publicity of the events while providing excellent quality of interactions while managing program time, safety, character integrity, and guest needs/expectation and personalities

Make a Wish Foundation

Disney Cruise Line

-Facilitated meaningful guests interactions as part of the Make a Wish Foundation. Interacted with guests and Disney professional photographers to capture the ultimate Disney experience for the Make a Wish recipient. Provided high quality guest interaction and superior product while managing program time, safety, character integrity, and guest needs/expectation and personalities.

Catasauqua Area Showcase Theatre

Mary Poppins

-Performed as Mary Poppins in the 2015 performance of *Mary Poppins* at the Catasauqua Area Showcase Theatre; all proceeds were donated to charities that assisted families in the area in need.