



## CONTACT

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### Website

[www.aarondanielvalencia.com](http://www.aarondanielvalencia.com)

## SKILLS

- ❑ Proficient with Mac and Windows operating systems and Microsoft Office Suite.
- ❑ Experienced with Adobe Lightroom, Illustrator, Photoshop, and Premiere Pro.
- ❑ Strong writing skills with experience in AP Style.

## EDUCATION

### BACHELOR OF ARTS

Communication Studies centralizing in Media Studies & Public Relations

California State University,  
San Bernardino

June 2014 – June 2018

### MASTER OF ARTS

Communication Management  
centralizing in Marketing  
Communications

University of Denver

June 2020 – August 2023

# AARON DANIEL VALENCIA

A versatile professional with an educational background and experience that can support the implementation and execution of communication plans aimed at entertaining, informing and inspiring. I am well-versed in planning and creating graphics, videos and other media content to convey messages and engage audiences. I have been recognized for my ability to manage multiple projects or various tasks simultaneously while maintaining creativity, attention to detail and collaboration with others to meet competing priorities and deadlines.

## EXPERIENCE

### TRAINING SPECIALIST

Disneyland Resort Travel Sales Center

May 2022 – Present

- Teach Cast Members about the purpose, policies and procedures of various roles and Disneyland Resort products.
- Coordinate and execute the creation of training materials and organization of content for the internal DRTSC intranet site.
- Design and implement graphics and video content for the DRTSC Internal Communications channels.

### GUEST INFORMATION & TICKET SALES AGENT

Disneyland Resort Travel Sales Center

October 2019 – May 2022

- Maintained support for questions and resolutions to technical concerns for Guests visiting the Disneyland Resort.
- Conducted leadership responsibilities while creating a monthly newsletter and content to enhance Cast Member engagement.
- Assisted Disney+ with technical support through chat and phone for over 40 Guests daily.

### VACATION PLANNER

Disneyland Resort – Disney College Program

May 2019 – October 2019

- Provided exceptional Guest Service by employing various in-person sales techniques for more than 50 Guests per day.
- Supported Guest control to ensure the safety and efficiency of lines while delivering magical Guest Service.

### VIDEO CHARTING ASSOCIATE

Los Angeles Dodgers

April 2019 – June 2019

- TrackMan and KinaTrax operator who tracked and reported in-game statistics for 24 home games.

### WRITING INTERN

CSUSB Office of Strategic Communications

July 2017 – July 2018

- Wrote and edited 30 feature stories and press releases for events, awards and a variety of topics.

### STUDENT ASSISTANT

Santos Manuel Student Union Program Board

September 2017 – June 2018

- Videography lead who created all media content and oversaw all social media channels (Facebook, Instagram, and Twitter) daily.