



CONTACT

Phone

(909) 827-1279

Email

aaron.valea15@gmail.com

Website

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.