

# COLETTE LANGLEY

## CONTACT ME

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## SKILLS

- Social Media
- Web Design
- Verbal & Written Communication
- Organized & Detail Oriented
- Graphic Design
- Marketing

## EDUCATION

- Masters in Hospitality & Tourism Management**  
University of Central Florida / GPA: 3.92  
2020-2022
- Bachelors in Business Administration**  
Texas A&M University / GPA: 3.96  
2014-2018

## PROFILE

Highly motivated, detail-oriented, and organized with experience working as part of a diverse team and delivering high-quality work in fast-paced environments. Passion for marketing, writing and creating communications content. Has developed exceptional verbal & written communication skills including communicating with people from varying backgrounds. Experience developing content for my personal blog and social media accounts and developing communication materials for organizations. Able to adapt quickly and function with a variety of inputs. Has a strong desire to learn and develop new skills and is a quick learner. Strong critical thinking and computer skills including extensive use of Microsoft Office suite products, Adobe graphic design software, Wordpress, HTML/CSS and social media channels.

## WORK EXPERIENCES

### **Personal Content Creator**

Exploring the Magic with Colette / June 2022- Present

- Planned, researched, developed and wrote various articles about the Orlando area
- Created original content about the Orlando area for my personal blog, Instagram, Twitter, Facebook, TikTok, and Pinterest
- Experience utilizing analytics and applying insights from the various social media channels
- Captured and edited photographs of the Orlando area for use on my blog and social media accounts

### **Financial Services Representative**

Charles Schwab / January 2023- Present

- Frontline employee that served as a first point of contact for all incoming calls from clients
- Responsible for solving any issue or concern a client may have and communicating effectively and efficiently
- Experience dealing with a variety of individuals and developed techniques to effectively aid in issue resolution
- Summarized important conversation points and wrote reports as needed to document interactions, upheld record keeping principles and practices of the firm

## **WORK EXPERIENCES** (CONTINUED)

### **Cast Member**

The Walt Disney Company / August 2018-January 2019 & September 2019-December 2023

#### **Attraction Opening Team – Guardians of the Galaxy: Cosmic Rewind**

- Selected to be a member of the highly competitive opening team for the new Guardians of the Galaxy attraction
- Assisted with planning for opening day and ensuring a successful event execution
- Worked with fellow cast members to identify ways to improve safety and efficiency
- Proactively sought to address guest issues and provide high-level customer service to all guests
- Extensively made effective oral presentations to guests to enhance theming and provide information during downtimes

#### **Ranger - Fort Wilderness Resort and Campground**

- Responsible for delivering exceptional customer service and proactively addressing guest concerns, while multi-tasking on several assignments
- Event planning and management for various special events including golf cart parades and New Years celebration
- Engaged with senior management and coordinated with departments across the resort to address resort and guest issues, and create resolutions to issues
- Partnered extensively with the Ranger team and other resort personnel to execute large-scale events
- Continuously identified ways to make the resort better and provide a better guest experience

#### **Attractions Operations – Sunset Boulevard**

- Operated complex ride systems in a fast-paced and multi-tasking environment
- Responsible for creating a themed environment, greeted, and interacted with guests, worked to anticipate, and resolve guest needs
- Utilized numerous iPad applications and computer programs to assist guests and resolve complex issues

### **Camp Food Operations Lead**

Steve & Kate's Camp / May 2018 - August 2018

- Responsible for the successful execution of the food program including inventory control and food service
- Engaged with campers to create an inviting and enjoyable experience
- Quickly learned ordering procedure, and then analyzed, evaluated and implemented changes to improve our ordering process utilizing an Excel spreadsheet to lean out our ordering
- Managed multiple tasks at once, and executed snack and lunch services for an average of 240 children each day
- Required a strong attention to detail and ability to adapt and maintain flexibility to accommodate the number of campers which changed daily

## **KNOWLEDGE**

### **Social Media Channels**

Instagram  
Facebook  
Pinterest  
TikTok  
Twitter

### **Web Design**

WordPress  
HTML/CSS (Beginner)

### **Graphic Design**

Canva  
Adobe Illustrator  
Adobe InDesign

### **Microsoft Office**

Word  
Excel  
Access  
Outlook  
Powerpoint

### **Photography**

iPhone Pictures  
Adobe Photoshop

### **Communication**

Verbal  
Written  
Presentation

## **CERTIFICATIONS**

### **HubSpot Academy**

Digital Marketing Certificate  
Social Media Marketing Certificate

### **Visit Orlando**

Orlando Expert Certification

### **Florida Atlantic University**

Certificate in Hospitality & Tourism Management

### **FINRA**

Securities Industries Essentials (SIE)