

Ace D. Baugh

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Education

Wilmington University

- Bachelor of Science, Marketing
- Certificate of Mobile Application Development
- Certificate of Digital Marketing

Professional Experience

Walt Disney Company

Orlando, FL

May 2014 – Current

Disney Photo Imaging PhotoPass Photographer

September 2018 – Present

- Effectively worked alone or partnered with Entertainment to ensure the capturing of memories
- Recognized by leaders, performers and guests for high-level energy and quality of product
- Innovated new ways to enhance the guest experience with visual aids
- Assisted peers with safety and troubleshooting of equipment

Disney Special Activities – VIP Tour Guide

March 2018 – Present

- Conducted scripted and non-scripted tours for affluent guests with extreme discretion throughout Disney Property, showcasing offerings catered to individual tastes
- Upheld a professional demeanor when reacting to quick-changing circumstances and proactively seeking out creative solutions by partnering with many lines of business
- Provided private transportation in large passenger vans in and around the Walt Disney World Resort

Multiple Attractions – Relief Coordinator and Opening Team (OT) Trainer

May 2014 – September 2018

DinoLand USA Attractions | Star Tours | Star Wars Launch Bay (OT) | Avatar: Flight of Passage (OT) | Na'vi River Journey

- Worked closely with Imagineering team and test and adjust team to improve attractions
- Provided legendary guest service and assisted 1500+ guests per hour at the newly opened, fast-paced attractions.
- Trained newly employed Cast Members, trainers, and seasoned managers on all aspects of the company and ride
- Partnered with other lines of business to enhance the customer experience and ensure safety
- Championed many projects paving the way for cast and trainers to create a more streamlined guest experience
- Lead cast member team by serving and conducting show observations
- Managed and resolved guest concerns/complaints
- Recognized by guests, peers, and leaders for yearly award for exceptional work ethic
- Trained cast and interacted with guests in two heavily themed and show intensive locations

Skills and Service

Computers/Technology:

- Mac and Windows, Microsoft Office Suite including Access, Powerpoint, Word and Excel, Open Office Suite
- 20+ years of HTML, Adobe Suite
- 10 years of CSS, PHP
- 1 year of Javascript, Node.js, React, AJAX, Firebase, MongoDB, GitHub

Service:

- Boy Scouts: Countless hours of service projects
- Ecclesiastical Service: 2 years, self-paid service trip in Germany and Switzerland
- Key Club: Worked closely with Kiwanis Club and Association of Retarded Citizens (ARC) to perform many service projects