

# Skylar Thornton

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## SUMMARY

Dedicated professional with a proven track record in customer service, time management, and trend analysis. Skilled in troubleshooting problems and developing effective solutions. Excellent verbal and written communication with a strong background in fostering positive relationships and consistently exceeding goals. Adaptable and experienced in managing fast-paced events. Willing to take on any task to support the team and contribute to the business's success. Offers strong strategic planning and diagnostic abilities.

## SKILLS

Problem-Solving	Creative Storytelling	Teamwork & Coordination
Public Speaking & Presenting	Professional Leadership	Operational Time Management
Customer Relationship Management	Attention to Detail	Analytical Perspective

## EXPERIENCE

### **Columbia Harbour House Cast Member, Orlando, FL, Walt Disney World, September 2024**

Developed and strengthened cast member inclusion through safe and encouraging leadership.

Created innovative solutions to enhance efficiency on how quickly guests receive their orders and elevate guest service.

Demonstrated a high level of working well under pressure and problem solving, with an average of 48,500 guests per day in Magic Kingdom.

Reached performance targets through each timed order and delivered complete, or exceed, orders under the 8-minute benchmark.

Generated community professionally with guests through strong show and world building, as well as with cast members by investing in engaging activities and interactive events.

Interpreted guest's needs and responded promptly with personalized service through communication and proactive interpretation.

Provided exceptional guest relations through magical engagement with guests and courteous active listening.

Phenomenal guest recovery by addressing and resolving guest concerns or complaints through adaptive correspondence on a case-by-case basis.

### **Communications and Media Manager Intern, Hoover, AL, Alabama Golf Association, May 2024 – August 2024**

Designed clear, engaging graphic communications for print and online use.

Connected with potential guests through interpersonal and email communications.

Performed day to day campaign management within select channels.

Managed digital media assets, including images, audio, and video files.

Collaborated with operations teams to develop curated social media strategies.

Captured live content for all coordinated social media applications across all platforms and website pages.

**Executive Assistant to the Director, Birmingham, AL, The Wright Center, December 2021 – November 2023**

Designed clear, engaging graphic communications for print and online use.

Connected with potential guests through interpersonal and email communications.

Performed day to day campaign management within select channels.

Managed digital media assets, including images, audio, and video files.

Collaborated with operations teams to develop curated social media strategies.

Captured live content for all coordinated social media applications across all platforms and website pages.

**Marketing Specialist Intern, South Kensington, UK, Metta Theatre, April 2022 – June 2022**

Facilitated communication between internal department teams.

Monitored competitor activity to identify new opportunities for growth.

Administered financial performance reports and government grant applications.

Analyzed campaign performance data to optimize future initiatives.

Updated website content regularly using content management systems, CMS.

Established fresh social media pages and collated for the audience.

**Media Operator, Birmingham, AL, Samford University Athletics Broadcast, November 2020 – December 2022**

Gathered live feed for broadcasts through expertise camera skills.

Identified additional shooting needs with preliminary and detailed reviews of completed footage.

Conducted moving motion graphics on live broadcast.

Delivered exceptional quality throughout each broadcast and season.

Collaborated with producers to achieve desired sound quality and maintain brand identity.

Corresponded with directors to achieve desired visual effects for television shows, films, and commercials.

**EDUCATION**

**Samford University, Birmingham, AL**

Bachelor of Science (B.S.) in Business Administration, Marketing

Bachelor of Science (B.S.) in Computer Science

Minor in Theatre