

Kevin Lang

Long Island, NY | KevinLang2882@gmail.com | (516) 408-8889
Animation Portfolio Website: KevinLangAnimation.com

Professional Experience

Theme Park Lost and Found - Trainer | Walt Disney World, Orlando, FL

May 2024 - April 2025

- Trained incoming Cast Members on the job operation and business practices
- Received, processed, and categorized hundreds of lost items a day collected from all of Walt Disney World's properties, handling roughly 150,000 items a day
- In our last fiscal year we received over 228,000 of just our most high value items with an 80% return rate
- Created reports and oversaw thousands of guest reports and inquiries through an online tracking / organizational software to match and return lost items to their rightful owners
- Accessed and handled guest's private information and belongings sensitively and confidentiality, such as their names, addresses, contact information, daily itinerary, cellphones, and wallets
- Provided assistance with wayfinding and vacation planning to all guests of Disney's most populated property
- Corresponded frequently with Guests via voicemail line to expedite sensitive information
- Facilitated communication with and supported multiple lines of business across Walt Disney World's 32 resorts, 6 theme parks, and 2 waterparks to ensure Guest satisfaction
- Worked to uphold the Walt Disney Company's core values of perfect customer service; understanding and implementing ideals of Safety, Courtesy, Inclusion, Show, and Efficiency

Nameworks Artist and Retail Associate | The Art Corner, Orlando, FL

Sept 2023 - July 2024

- Transformed Client's ideas into a comprehensive vision and create artwork live
 - Hand-created Nameworks: caricature-style drawings using alcohol marker on cardstock, depicting a Client's name with a separate drawing within each letter of the name
 - Created approximately 10 Nameworks, each shift, over 400 in my time with the company, each being completed within 30-45 minutes live in Disney's Hollywood Studios
- Recruited Clients to our storefront and sold them on our products, incentivising upselling but prioritizing making the sale; communicated with Client to ensure their vision is properly executed
- Handled all aspects of the sale: took the order, processed payment, calculated an estimated wait time, created and packaged artwork, and contacted Client over text on competition and coordinated pickup

Hollywood Studios Outdoor Vending - Trainer | Walt Disney World, Orlando, FL

July 2022 - May 2024

- Hand selected to be a part of the opening team for the Fantasmic show reopening in November 2022
- Trained Cast Members on operating and cooking procedures for the Pretzel Kitchen and Fantasmic Show
- Operated all 22 outdoor food vending carts, selling food, drinks, and alcohol; Managed sales and handled hourly inventory tracking and ordering
- Managed the Pretzel Kitchen, leading a team to cook and distribute baked goods, such as soft pretzels and churros, to all of our carts; monitored food spoilage and adjusted production per our vendors' needs

Food Service Worker | Sodexo/Maine College of Art, Portland, ME

Sept 2018 - May 2021

- Prepared, cooked, and served meals for Maine College of Art's approximately 750 daily students and staff
- Processed cash, card, and meal plan payments; and operated the concession stand in between meals

Certifications And Skills

Certifications: Mental Health First Aid, CPR/AED First Aid

Tools and Programs: Procreate, Procreate Dreams, Toon Boom Harmony, Google Sheets, Google Docs, Google Slides, Microsoft 365 Suite, Adobe Photoshop, Adobe Premiere Pro, iMovie, Hitfilm, Sketchbook Pro, Blender, Autodesk Maya, Chargerback

Media: Discord, Instagram, Wix Website Builder, Facebook, LinkedIn, ChatGPT, Snapchat, X

Education

Maine College of Art, Portland, ME, May 2021. **Bachelor of Fine Arts** in Animation and Game Art; **Minor** in Writing

Academic Honors: Presidential Scholarship