

# **Dan J Carrasco Cotto**

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## **EXPERIENCE**

### **Inventory & Equipment Status Team Captain**

*Universal Studios Orlando Resort — Orlando, FL | Mar 2024 – Present*

- Lead a team to manage inventory and equipment across the resort, resolving issues with critical thinking and proactive solutions.
- Coordinate multilingual training programs and prioritize team tasks to meet operational goals.
- Maintain clear communication with upper management and other departments.

### **SAE Team Captain, Inventory & Equipment (HHN Season)**

*Universal Studios Orlando Resort — Orlando, FL | Sept 2024 – Nov 2024*

- Supervised inventory and equipment distribution during Halloween Horror Nights.
- Led a team in high-pressure environments, ensuring seamless operations and problem-solving under tight deadlines.

### **Admissions & Rentals Attendant**

*Universal Studios Orlando Resort — Orlando, FL | Jul 2018 – Sept 2024*

- Scanned park tickets, ensured policy compliance, and provided guest support.
- Managed rental equipment and resolved customer issues effectively.

### **Attractions Operations, Relief Lead**

*Universal Studios Orlando Resort — Orlando, FL | Oct 2015 – Jul 2018*

- Managed daily operations for major attractions, overseeing budgets and ensuring high guest satisfaction.
- Trained new hires and maintained effective communication with cross-functional teams.

### **Customer Service Coordinator**

*The Bookmark — Kissimmee, FL | May 2013 – Jun 2015*

- Coordinated inventory, created promotional content, and managed custom engraving.
- Assisted in barista and customer service roles, enhancing store operations.

### **Usher/Projector Operator**

*Caribbean Cinemas — Kissimmee, FL | Oct 2010 – Jun 2015*

- Delivered excellent guest service and managed projector operations.

## **SKILLS**

**Languages:** English, Spanish (Fluent)

**Leadership:** Manage, trained, and motivated teams to achieve goals. Ensure team safety and adherence to protocols. Facilitate clear, effective communication across teams. Resolve operational issues through critical thinking. Develop and execute strategic action plans.

**Design Tools:** Adobe Photoshop, Illustrator, Blender 3D, Sculptris, Cricut Design Space

**Game Development:** Unreal Engine 4, Qubicle Voxel Editor

**Art & Crafting:** Custom Tumblers, Apparel, Airbrush & Acrylic Art

## **AWARDS**

Bravo Award, Universal Studios Orlando Resort

Team Member of the Month (various attractions)

Team captain of the season (October 2024)

## **EDUCATION**

### **Graphic Design**

Atlantic University College, Guaynabo, PR | 2003 – 2007