

NOAH NEITCH

contact.noahneitch@gmail.com | 602-904-0953 | [linkedin.com/in/noahneitch](https://www.linkedin.com/in/noahneitch)

EDUCATION **University of Southern California** - Masters of Public Relations and Advertising
Arizona State University - B.S. Digital Marketing and Communications

- Summa Cum Laude, Student Alumni Association

PROFESSIONAL EXPERIENCE **VIP Guest Experience Coordinator, The Disneyland Resort** **2022-2025**

- anticipated the needs and exceeded expectations of VIP clientele
- led signature experiences for celebrities and high net worth individuals
 - generated over \$1.2 million in sales
 - fostered a consistent clientele by using strong interpersonal skills
- participated in the execution and production of conventions and televised specials such as D23 and The Disney Legends Ceremony
 - built and followed call sheets/itineraries
 - adapted to changes typical in live event production
- contributed to over 70 marketing projects for corporate alliances of the company, such as Lulu Lemon, Salesforce, Visit Anaheim, and Nike
- tracked and analyzed VIP Tour metrics and marketing initiatives
- identified patterns in behavior and guest sentiment to inform strategic recommendations for marketing initiatives

Guest Relations Coordinator, The Disneyland Resort **2022**

- resolved a high volume of guest concerns with courtesy and efficiency, improving satisfaction and guest experience outcomes
- applied Disney internal systems to track data, complete transactions, and coordinate experiences for guests
- collaborated across departments during peak operational periods
- assisted live event production for various events and televised specials in park (i.e., ABC specials, movie premieres, and holiday events)

Intern - Disney College Program, The Walt Disney Company **2020**

Assistant Manager, Santa's Workshop - Arrowhead Towne Center **2018**

- ranked as a top regional performer, totaling over \$300k in seasonal sales
 - supervised and trained a team of 25+ seasonal employees
 - managed cash handling, inventory, and customer engagement
-

SKILLS

- social media strategy
- brand storytelling
- strategic communications
- SEO and GEO fundamentals
- trend analysis
- data visualization
- survey theory/creation
- event coordination
- content development

PROGRAMS

- salesforce
- generative AI
- qualtrics
- adobe creative suite
- microsoft office suite
- google analytics
- podcast softwares
- social media suite
- canva