

Eric Lentz

Memphis, TN | Orlando, FL

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Experience

Frontline Operations Cast Member – Walt Disney World Resort

August 2024 – Present Orlando, FL

-- Disney College Summer Alumni Program – Magic Kingdom Main Street Operations (May 2024 – August 2024)

-- Disney College Program – Magic Kingdom Westside Food & Beverage Operations (May 2022 – January 2023)

- Serve guests in multiple roles across Walt Disney World's resorts and parks
- Communicate safety measures during complex live entertainment attractions
- Collaborate with leadership and various departments to enhance guest and cast experiences through proactive coordination

Corporate Communications Intern – International Paper

May 2023 – May 2024 Memphis, TN

- Created engaging multimedia content, including videos, news releases and articles supporting corporate strategy across internal and external channels
- Wrote and coordinated news releases highlighting key environment, social and governance (ESG) initiatives and corporate achievements
- Approved external requests of branding materials to uphold brand integrity
- Managed website content updates and implemented social media strategies to enhance online presence and engagement
- Contributed to the development of comprehensive communications plans for corporate initiatives, ensuring effective outreach and aligned messaging
- Assisted with internal C-Suite communications, including crafting materials for CEO succession and the company's 125th-anniversary project

Kitchen Operations Team Lead – Chick-fil-A

September 2019 – May 2022 Southaven, MS

- Conducted focus area workshops to improve operational performance
- Fostered a caring culture among 150 employees, optimizing labor costs and service speeds
- Monitored and communicated operational wins and losses to staff and leadership regularly

Additional Student Involvement

- **Athletic Media Relations Assistant for Rhodes College (2023)** support live event execution, article writing and online presence to enhance visibility
- **Student Worker for Northwest Mississippi Community College (2020-2022)** supporting college athletic media production and gameday operations
- **Lead Editor for local blogsite (2018-2020)** covering Memphis professional sports teams, conducted interviews, wrote articles and social media posts as a credentialed media member

Education

University of Memphis

Bachelor of Arts in

Communications

Minor: Public Relations

Concentration:

Media and Culture

Magna Cum Laude

2020 – 2024

Skills

PR and Storytelling

Creative Problem Solver

Time Management

Team Collaborator

AP Style

Media Relations

- Cision PR, 3BL CSR Newswire

Web and Social Media

Management

- Wix, Drupal, SIDEARM, Wordpress

- Hootsuite, Sprout Social

Creative Content Creation

- Adobe, Canva, iMovie, CapCut

Certificates

- Hootsuite Social Media Management

- Hootsuite Social Media Marketing

- Indiana University Plagiarism Recognition