



JACLEN LAPHAM

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EXPERIENCE

THE WALT DISNEY COMPANY, LAKE BUENA VISTA, FLORIDA

Food & Beverage and Merchandise Line of Business

Creative Integration Manager » June 2023 – Present

- ⌘ Mentor and lead a design team to provide creative services by directing all phases of work, including pre-production, production, delivery, and sustainment
- ⌘ Partner with senior leaders to assess organizational needs and outline an approach that compliments the business need
- ⌘ Create on-brand, on-strategy compelling creative work that uses a variety of media including graphic design, videography, interactive design, and web platforms
- ⌘ Consult, influence, and be a strategic partner to Line of Business clients, peers, and partners, to understand needs and shape creative direction, promote collaboration, and continuity
- ⌘ Drive strategic narratives and related messaging designed to effectively map strategies, articulate business cases and influence audiences

THE WALT DISNEY COMPANY, LAKE BUENA VISTA, FLORIDA

Park Operations Development, Optimization & Standardization

Business Support Manager » December 2017 – June 2023

- ⌘ Champion innovative approaches to storytelling and data visualization
- ⌘ Produce compelling executive-level presentations and messaging for targeted internal audiences
- ⌘ Partner with senior leaders to assess needs, outline approach, develop key messages, and leverage appropriate media to achieve goals
- ⌘ Consult with clients to create impactful executive proposals for upcoming initiatives
- ⌘ Develop and manage communications and engagement programs for senior leadership
- ⌘ Deliver events through end-to-end project management, planning and execution

FLORIDA AIR NATIONAL GUARD, CAPE CANAVERAL SPACE FORCE STATION

Space Systems Operator » April 2018 – Present

THE WALT DISNEY COMPANY, LAKE BUENA VISTA, FLORIDA

Experience, Planning and Integration Creative and Engagement

Graphic Design Associate » June 2016 – December 2017

Graphic Design Intern » June 2015 – June 2016

- ⌘ Design presentations, job aids, fliers and other various communication print and digital materials
- ⌘ Photography of special events, menu development and social media
- ⌘ Project management of communication collateral, stories and platforms from concept to delivery
- ⌘ Performed shooting, editing and creating design assets for videos

NEXT MARKETING AGENCY, MELBOURNE, VICTORIA, AUSTRALIA

Graphic Design Intern » January 2015 – March 2015

EURO-PRO, NEWTON, MASSACHUSETTS

Creative Services Intern » June 2014 – August 2014

EDUCATION

FRAMINGHAM STATE UNIVERSITY,
FRAMINGHAM, MA » 2015

Bachelor of Fine Arts in Graphic Design & Communications

PROFESSIONAL SKILLS

Project Management

Strategic Planning

Time Management

Critical Thinking

Problem Solving

Event Planning

Team Management

Oral & Written Communication

TECHNICAL SKILLS

Adobe Creative Suite
(Lightroom, Photoshop, Illustrator,
InDesign, After Effects, Premiere
Pro, Audition & Acrobat)

Wordpress

HTML & CSS

Digital Photography

Microsoft Office

Keynote, iMovie & Final Cut Pro

Mac and PC Operating Systems