



STEPHANIE RUTH DE MARÍA HERRERA PÉREZ

SOCIAL MEDIA CONTENT CREATOR

PERSONAL PROFILE

Currently working as a social media content creator, with experience in customer service across different companies. I'm a proactive person who strives for excellence. Wife and mom to a beautiful baby boy.

CORE SKILLS

- Creative and dynamic
- Photographer
- Works well under pressure
- Advanced English
- Leadership skills
- Strong interpersonal communication
- Passionate, responsible, and organized

ADDITIONAL TRAINING

- Marketing Congress in El Salvador: Business Trends (2016)
- Marketing Conference with Enrique Burd: The Marketing Experience (2016)
- Flamenco Dance Academy (2007–2017)
- Music Academy MAS Vida Real (2014–present)

PERSONAL INFORMATION

Phone: +502 30118312

Email: stephherrera97@gmail.com

Address: Ciudad San Cristóbal, Zone 8, Mixco

ID: 3001-42994-0101

Date of Birth: 08/07/1997

EXPERIENCIA LABORAL

Social media content creator

FREELANCE | OCTOBER 2024 - NOW

- Create content for social media platforms (Instagram, Facebook, and TikTok) for different brands.
- Manage paid advertising on social media.
- Plan and structure monthly content calendars for each brand.
- Take photos and videos, including editing and post-production.
- Serve as community manager (engagement, replies, DMs, etc.).
- Design graphic assets for social media posts.

Social media content creator

IGLESIA VIDA REAL TV | OCTOBER 2019 - OCTOBER 2024

- Create creative and dynamic content for the church's youth ministry (Instagram, Facebook, Twitter, YouTube, TikTok).
- Supervise and guide volunteer teams.
- Analyze and report social media performance.
- Plan and schedule content.

Attractions/Food and beverage quick service

WALT DISNEY WORLD RESORT | JANUARY 2019 - JUNE 2019

- Interacted with large audiences.
- Organized and supervised activities in Disney attractions and shows.
- Customer service (English/Spanish).
- Worked well under pressure.

Bilingual portfolio analyst

CAPGEMINI BUSINESS SERVICES | MARCH 2018 - MAY 2018

- Billed large, medium, and small U.S. and Canadian companies.
- Conducted financial analyses.
- Resolved client issues.

ACADEMIC BACKGROUND

Universidad Rafael Landívar

BACHELOR DEGREE IN MARKETING

- Graduated in 2021 with honors (Cum Laude)

Colegio Tecnológico Americano Ameritec

HIGH SCHOOL DIPLOMA IN SCIENCE AND HUMANITIES

- Graduated 2015

PROFESSIONAL REFERENCES

Sebastian Monterroso

Phone: +502 3043-0749

PERSONAL REFERENCES

Susana Salazar

Phone: +502 4770-6586



Universidad Rafael Landívar
Guatemala

Por cuanto

Stephanie Ruth de Maria Herrera Pérez

llenó, el día uno de septiembre del año dos mil veintiuno,
los requisitos académicos necesarios,

la Universidad Rafael Landívar

le otorga el título y grado académico de

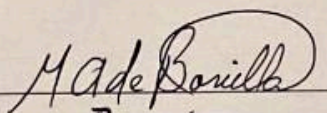
Licenciada en Marketing

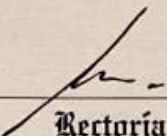
y le expide el presente diploma que le acredita como miembro de la

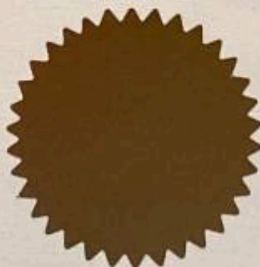
Facultad de Ciencias Económicas y Empresariales

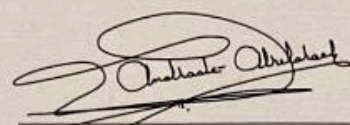
y le autoriza para el ejercicio de la profesión correspondiente
con los honores y preeminencias debidos.

Guatemala, siete de septiembre de dos mil veintiuno.


Decanatura


Rectoría




Secretaría General



La Universidad Rafael Landívar

otorga reconocimiento
de graduación con honores

Cum Laude


de reconocimiento a la excelencia académica
a la licenciada

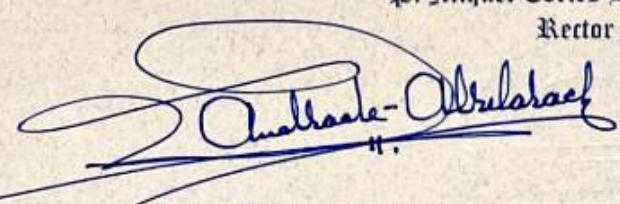
Stephanie Ruth de María Herrera Pérez

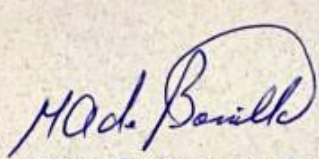
como estudiante destacada durante sus estudios de la
Licenciatura en Marketing
correspondiente a la

Facultad de Ciencias Económicas y Empresariales

Dado en la Ciudad de Guatemala,
el ocho de octubre de dos mil veintiuno.


P. Miquel Cortés Bofill, S. J.
Rector


Dr. Larry Andrade-Abularach
Secretario General


Mgtr. Maria Antonieta del Cid de Bonilla
Decana



Disney Internships and Programs Evaluation

Cast Member:

Stephanie Herrera Perez

Perner #:

1348934

Work Location:

Magic Kingdom F&B - Cosmic Ray's

Review Date:

June 08, 2019

Disney Internships & Programs Behavioral Expectations**Performance Level**

Communication: Demonstrates effective communication skills in a professional and positive manner. Utilizes effective listening skills.

Outstanding

Deliver Cast/Guest/Client Satisfaction: Anticipates and meets the needs of Guests and other Cast Members.

Outstanding

Dependability: Performs job responsibilities in a timely manner with a minimum of follow-up needed.

Outstanding

Disney Excellence & Professionalism: Exemplifies Disney Excellence and seeks to produce high quality work on a daily basis.

Outstanding

Teamwork: Works well with fellow Cast Members and acts as a team player.

Outstanding

Attendance / Reliability: Reports for scheduled shifts on time and is prompt returning from lunch and breaks.

Outstanding

Initiative / Problem Solving: Takes independent action to identify and solve problems, accomplish tasks, makes timely decisions with good judgment.

Outstanding

Adaptability: Effectively handles changing situations and is able to grasp new ideas and methods. Is understanding and helpful in responding to change.

Outstanding

The Four Keys Basics:

Safety: Demonstrates that Safety comes first by providing a secure and safe experience for himself/herself, our Guests, and fellow Cast Members. Follows specific Safety procedures & techniques.	Outstanding
Courtesy: Provides friendly, personalized service and treats every internal & external Guest as an individual.	Outstanding
Show: Contributes to our Show by exemplifying the Disney Image through adhering to the Disney Look and keeping work areas clean and neat at all times.	Outstanding
Efficiency: Produces the established volume of work necessary to meet job requirements while maintaining the appropriate serve and quality standards.	Outstanding
Attendance: Evaluate the performance level of attendance.	Satisfactory
Overall Work Performance: Evaluate the level of overall work performance.	Successfully met expectations of the role

Total Hours Worked: 588

Supervisor:
Meza, Indira Francelia G

Job Title:
Guest Experience Manager

This evaluation represents the working/earning component of Disney Internships & Programs. It is recommended that this document be used in conjunction with results of the education/learning component, if applicable, to ensure a comprehensive review of the Cast Member's participation on the program.

Certificate of Completion

is hereby granted to

Stephanie Herrera Perez

THANK YOU FOR YOUR VALUABLE CONTRIBUTION
TO THE WALT DISNEY WORLD® RESORT.

George Kalogridis
George A. Kalogridis
President, Walt Disney World Resort

Disney INTERNSHIPS
& PROGRAMS

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