

MORGAN WIDMAIER

10404 Pickerel Lane ~ Charlotte, NC 28213 ~ mwidmaier82@gmail.com ~ 704.519.6049

QUALIFICATIONS SUMMARY

- Experienced content creator with 8+ years of experience producing digital content focused on theme parks, travel, entertainment, and consumer products.
 - Proven background in content writing, editing, photography, social media management, podcasting, and live-stream production.
 - Skilled at researching, writing, and publishing timely news articles, feature stories, event coverage, and merchandise updates for engaged online audiences.
 - Extensive knowledge of Walt Disney World, Universal Orlando Resort, and the theme park industry, supported by decades of firsthand experience and professional media coverage.
 - Former Blog Editor and Social Media Manager responsible for content strategy, editorial oversight, audience engagement, and multi-platform content distribution.
 - Professional photography experience capturing theme parks, attractions, events, merchandise, and travel-related content for digital publication and social media.
 - Represented media organizations at press and media events, providing live coverage, photography, reporting, and post-event content creation.
 - Demonstrated ability to manage multiple projects simultaneously while meeting deadlines in fast-paced digital media environments.
 - Strong understanding of social media platforms, content trends, audience growth strategies, and community engagement best practices.
 - Proficient in content management systems, social media publishing tools, digital photography workflows, and collaborative content production.
 - Passionate storyteller with a proven ability to create engaging, informative, and audience-focused content across multiple formats and platforms.
-

PROFESSIONAL EXPERIENCE

Social Media Management and Content Creation – Copywriting, Social Media Management on multiple platforms (Facebook, Instagram, TikTok, X, YouTube, and more), Photography, Content Creation, technical support, and Social Media Account Setups and Updates.

8 years experience working freelance. I have managed social media and created content for my clients. I have also assisted in editing articles and providing content for their podcast and live stream on social media. I have assisted in analyzing their traffic and how social media algorithms will help maximize their following.

DME Team Lead / Patient Financial Services Specialist – Managing overseas team, Training and Education, Medical Insurance Processing, Client relations, Billing, technical support, and account setup and update. Data entry, sales, and referrals.

7 years experience in call center work in health/healthcare, cell phone centers, and insurance management. Includes 7 years of work at home call center/customer service experience

Customer Service Representative/ Call center – Client relations, technical support, and account setup and update. Data entry, sales, and referrals.

20 years experience in call center work in health/healthcare, cell phone centers, and insurance management. Includes 9 years of work at home call center/customer service experience

Independent Travel Agent – data entry, marketing, client relations, social media management, phone skills, office relations, and computer skills.

5 years of experience assisting clients in booking all aspects of their travel. Knowledge of various types of vacations (cruises, hotels, theme parks, etc).

Retail Sales & Management – client relations, sales, product knowledge, merchandising and inventory control, cash handling, opening and closing procedures, scheduling, and data entry.

10 plus years experience in retail sales and management.

EDUCATION

March 2023

Certification in Digital Marketing and e-Commerce • GOOGLE & COURSEA – CHARLOTTE, NC

January 2018 - Current

Bachelor of Science • CENTRAL PIEDMONT COMMUNITY COLLEGE – CHARLOTTE, NC

TRAINING

January 2010 – June 2010

Disney College Program ~ Walt Disney World~ Lake Buena Vista, FL ~ Hospitality and customer relations training.