

Joshua Soistman

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OBJECTIVE: Innovative themed entertainment creator with a passion for immersive experiences. Seeking to apply my creative, operational and leadership skills in a dynamic role at a leading destination resort, aiming to craft engaging and memorable guest experiences.

EXPERIENCE

Universal Orlando Resort: Guest Services Coordinator

June 2025 - Present

- Resolves and eases sensitive Guest situations on an individual basis through exploratory questions.
- Determines and provides appropriate levels of Guest recovery and compensation.
- Accurately documents Guest feedback, interactions, and resolutions.

Publix Supermarkets: Customer Service Staff (Supervisor)

April 2024 – September 2025

- Coordinated day-to-day operations of the store's customer service department and oversaw 70+ front-line associates.
- Conducted audits of front-line operations and implemented improvement strategies.
- Provided premier customer service by resolving inquiries and addressing concerns.

PROJECTS

Project: New Tomorrow: Founder & Creative Advisor

July 2021 - Present

- Responsible for overseeing all aspects of the platform including 30+ active team members and five active subsidiary projects.
- Maintains development of the platform's branding and ensures that all promotional materials align with the brand's identity.

MCAmusement: Lead

December 2018 – January 2021

- An official community project of Pixar University. Collaborated with all departments to create strategic initiatives for community events, promotional materials, and new experiences.
- Worked closely with the 3D modeling team to develop and execute visual enhancements.

EDUCATION

Rosen College of Hospitality Management – University of Central Florida
Bachelor of Science in Theme Park and Attractions Management

December 2024

SKILLS

Technology: Adobe Photoshop, Cyberlink PowerDirector, OBS, Audacity, WordPress, Office 365, Google Workspace, Slack, Trello