

# Ray Castro

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“In everything he does, Ray is detailed, passionate and committed.” -Jenna LaFontaine, Universal Management

## SKILLS

MICROSOFT WORK  
SMARTSHEET  
CONCUR SOLUTIONS  
LEAD OPERATIONS  
MANAGEMENT  
SCHEDULING  
TEAM TRAINING  
EVENT PLANNING  
EVENT COORDINATING  
POWERPOINT  
OUTLOOK  
GOOGLE EXCEL/DOCS

## QUALITIES

EXCELLENT COMMUNICATION SKILLS  
PROBLEM SOLVING SKILLS  
INNOVATIVE THINKING  
GUEST FOCUSED  
EXCELLENT CUSTOMER SERVICE  
STRESS MANAGEMENT  
STRONG WORK ETHIC  
DETAIL ORIENTED  
MULTI-TASKER  
FIRM SENSE OF RESPONSIBILITY  
LEADERSHIP EXPERIENCE

## EDUCATION

CALIFORNIA STATE UNIVERSITY  
FULLERTON 2004  
TripSchool

## EMPLOYMENT

### Casting Director

CASTING DIRECTOR, RICH KING CASTING, 2016 to Present. Responsibilities included hiring independent contractors, negotiating rates, scheduling over 1000 people at a time, office maintenance. Held meetings and fulfilled demands of top Hollywood executives, producers, directors and staff. Trained new hires.

### Cruise Director

THE GAMER, VIRGIN VOYAGES 2022. Gamer for Virgin Voyages. Host competitions and events around the ship. Tend to the needs of the guest on board. Enhance the customer experience with guest service.

### PR Lead/Management

ADVANCED PR LEAD/MANAGER, FELD ENTERTAINMENT, 2019-2020, 2023-2024  
Lead/Supervisor for promotional sales. Trusted to work independently from the company with responsibilities including travel arrangements, scheduling, meetings, conference calls, sales, inventory, site checks, transportation, equipment maintenance, costume preservation, advertisement and sales.

### Trainer

ENTERTAINMENT, UNIVERSAL STUDIOS, 2008-2015 Showing extensive knowledge and leadership in training new managers, supervisors and performers introduced to the attraction. Valued member of an event committee in which creative ideas were encouraged for the boost in moral around the venue as well as park events and attraction functions.