

Polly Katherine Hilton

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EXPERIENCE

SPOTCO

New York, NY

Social Media Community Engagement

July 2016 - Present

- Engaging with active social communities on Facebook, Twitter, Instagram for eleven Broadway productions (including CATS, Kinky Boots, and Mean Girls on Broadway).
- Audit live-chat website feature to ensure optimum user interface.
- Engage one on one with ticket buyers to raise brand awareness, help navigate Telecharge, and promote upcoming releases and events (i.e. opening night, CD release, cast announcements).
- Utilized the Zoopim platform to monitor site activity, hits, and ticket sales.

BSMART MEDIA

New York, NY

Content Editor, Blogger, User-Interface, Marketing Strategist

Mar 2013 - Present

- Audit website layout for user-experience and optimal interface with click-through call-to-action strategy.
- Write original and commissioned blog posts aimed at empowering women in technology, wellness, and culture.
- Edit blogs, featured stories, business spotlight, newsletter, and social media copy for women's empowerment website.

WALT DISNEY COMPANY

Orlando, FL

Character Performer / Guest Relations

Aug 2015 - Jan 2016

- Assisted guests in vacation logistics to uphold maximum customer service experience as full-time character performer.
- Cast in Mickey's Once Upon a Christmas Time Parade performing 8 tracks of choreography in over 60 performances.
- Received 6 'Four Key' accolades for exemplary job performance and leadership in customer service and quality care.

CHILDREN'S THEATER OF CHARLOTTE

Charlotte, NC

Teaching Artist / Writer + Actor in Residence / Staff Member Internships

May 2012 - Aug 2015

- Collaborated with Artistic and Educational Directors to create writer in residence program, and administered pilot.
- Taught elementary school children in public speaking, creative drama, Shakespeare, and musical theater performance.

PRODUCER

- Follow My Light (Original Musical), Children's Theatre of Charlotte, Charlotte, NC June 2015
- Follow My Light (Original Musical), UpStage, Charlotte, NC July 2015
- By Grace (Original Musical), Bill Bordy Theater, Boston, MA Dec 2014
- Coloring Anomaly (Collaboration with Broadway Cares), Emerson Fights Aids Gala, Boston, MA Nov 2012

WRITER / DIRECTOR

- Follow My Light (Musical), regional and university theater productions, NC / MA Jun 2015
- Getting Mother Settled (Play), Emerson College, Boston, MA Apr 2015
- The Voice of Truth (Play), Emerson College, Boston, MA May 2014
- Coloring Anomaly (Musical), Emerson College, Boston, MA Nov 2012

VOLUNTEER

- Joni And Friends fundraisers and summer camp counselor, North Carolina Chapter 2009 - Present
- Joyful Hearts Club - Carmel Baptist Church, Charlotte, NC July 2011- Present
- Member of Student Theatre Alliance, Emerson College, Boston, MA Aug 2012- May 2015

EDUCATION

Emerson College Boston, MA

Bachelor of Arts in Theater Studies Performance and Theatrical Writing, Cum Laude; 3.6 GPA May 2015

- Recipient of Emerson College Student Production Fund for Follow My Light (Original Musical)

SKILLS

- Microsoft Office • Social Media (Facebook, Twitter, Instagram, YouTube) • HootSuite • Copyediting • Editorial Writing • Creative Writing • Joomla Web Editor • Google Docs • DropBox