

Jeremy McNaughton

Stage Manager

Orlando FL
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PROFESSIONAL SUMMARY

Stage Manager and Entertainment Professional with 10 years of experience in live event production, theme park operations, and Broadway touring theatre. Skilled in stage management, production logistics, show calling, and technical coordination across union and nonunion environments. Proven ability to manage crews, interpret technical riders, and collaborate with departments including Technical Entertainment, Talent Booking, and Event Production. Adept at scheduling, budgeting, and maintaining performer and guest safety while ensuring creative and operational excellence. Recognized for leadership, communication, and consistently delivering seamless, high-impact entertainment experiences.

CORE COMPETENCIES

- Production Stage Management
- Leadership & Training
- Scheduling
- Payroll & HR Support
- Budget management
- Event Management
- Hospitality and Tourism
- Theme Park Operations
- National Touring Theatre
- Client Relations
- Microsoft Office
- Smartsheet
- Kronos
- Risk Identification and Mitigation
- Administrative support
- DEI Initiatives

EXPERIENCE

UNIVERSAL ORLANDO RESORT

Orlando, FL

Assistant Venue Manager, Entertainment Operations

12/2025 to Current

- Manage daily operations of Raptor Encounter, one of Islands of Adventure's highest guest-rated venues, a live puppeteer character meet-and-greet experience that consistently earns top satisfaction scores park-wide.
- Partner with Technical Entertainment and Event Production on special activations, media events, and seasonal programming, coordinating logistics from planning through execution.
- Championed TSAT and GSAT initiatives, engaging team members and positively influencing guest satisfaction scores.
- Tracked labor is spent against attendance and operational needs, creating schedules that minimized overtime while maintaining show coverage and team morale.
- Handle all venue administrative responsibilities end-to-end: scheduling, timecard reconciliation, skill certifications, show reporting, and shift communication across a rotating team.
- Trained, coached, and mentored team of coordinators, leads, and escorts, implementing development plans and performance appraisals to enhance team effectiveness.

WORK LIGHT PRODUCTIONS

National Broadway Tour

Assistant Stage Manager, *Clue*

03/2026 to Current

- Substituted as ASM on national tour of *Clue*, coordinated cross-departmental communication while ensuring show safety standards and production integrity from day one.
- Executed deck operations for technically demanding, prop-heavy production with complex scene transitions and fly cues, maintaining performance precision throughout the run.

WORK LIGHT PRODUCTIONS

National Broadway Tour

Assistant Stage Manager, *Ain't Too Proud—The Life and Times of The Temptations*

02/2025 to 07/2025

- Executed deck tracks and called the show in PSM's absence, managing fly, lighting, and audio cues while identifying and mitigating production risks proactively.
- Managed full show documentation, including cue sheets and deck tracking sheets, supporting PSM for a Tony Award-winning Broadway national tour.
- Served as primary communication link across departments during rehearsals and technical builds, ensuring safety standards and production integrity at each venue.

UNIVERSAL ORLANDO RESORT

Orlando, FL

Assistant Stage Manager, Entertainment Events

09/2024 to 02/2025

- Served as Assistant Stage Manager for Entertainment Events across all three Universal Orlando parks — Universal Studios Florida, Islands of Adventure, and Volcano Bay — supporting large-scale live entertainment and seasonal event productions.
- Managed end-to-end stage operations for, grand openings, media events, and corporate activations.
- Coordinated with Event Production, Technical Entertainment, and Talent Booking to ensure seamless event flow.
- Oversaw load-ins, sound checks, and live performances, adapting quickly to changing conditions.
- Provided on-site leadership for internal and contracted performers, maintaining safety, efficiency, and show quality.
- Managed communication between cast, crew, and production team during live events.

UNIVERSAL ORLANDO RESORT

Orlando, FL

Assistant Stage Manager, CityWalk Entertainment

11/2021 to 02/2025

- Recipient of the BRAVO Award (2021) for outstanding leadership and excellence in show operations.
- Led DEI initiatives for the entertainment division, driving improvements in performer safety, communication, and inclusion.
- Oversaw daily show operations for 8 live entertainment venues, coordinating actors, musicians, and stage crew.
- Managed multi-million-dollar budgets for seasonal activations, special events, and permanent entertainment programs.
- Supervised 30+ performers and technicians while managing scheduling, payroll, and performance evaluations.
- Partnered cross-functionally with Talent Booking, Events, and Technical Services to ensure flawless production execution.
- Read and interpreted technical riders for touring artists and special events, ensuring production requirements were met within venue capabilities
- Managed stage setup, ensuring all props and equipment were in place for performances.

SEAWORLD PARKS & ENTERTAINMENT

Orlando, FL

Stage Manager, Entertainment Operations

07/2021 to 11/2022

- Received the Entertainment Venue of the Year award in 2021 across all SeaWorld parks nationally for achieving top guest satisfaction scores.
- Directed live performances with complex scenery, practical effects, and large casts, enhancing guest experience in high-stakes environment.
- Supervised 50+ performers, ensuring safety and maintaining creative standards for seamless daily shows.

UNIVERSAL ORLANDO RESORT

Orlando, FL

Scheduling Specialist, Park Operations

02/2021 to 11/2021

- Optimized weekly schedules for 200+ employees across multiple departments using Kronos and Smartsheet to enhance operational efficiency.
- Coordinated timekeeping, ensured payroll compliance, and maintained staffing documentation to support daily operations.

UNIVERSAL ORLANDO RESORT

Orlando, FL

Performer, Marquee Events

07/2016 to 11/2019

- Awarded "Performer of the Year" in 2016 for excellence in show delivery and teamwork.
- Delivered high-energy character performances across multiple productions, portraying iconic roles from major IPs including Ghostbusters, The Shining, and The Walking Dead.
- Collaborated with creative teams to elevate guest engagement.

EDUCATION & CREDENTIALS

HOSPITALITY & TOURISM MANAGEMENT CERTIFICATE

Florida Atlantic University

Focused on leadership, hospitality operations, and guest experience management, directly applicable to hotel and live event production environments.

CERTIFIED NURSING ASSISTANT

Eastern Florida State College

Completed 100+ clinical hours; developed crisis management and interpersonal skills that continue to inform performer safety and client-facing leadership.