

Andrea Gore

CUSTOMER SERVICE

Details

Fullerton, CA, 92831

United States

209-405-1574

andidaemo@gmail.com

Skills

Adaptability

Leadership

Customer Service

Initiative and Problem-solving
Abilities

Profile

Seasoned service professional with over 7 years of experience delivering outstanding customer experiences. Skilled in customer service, team leadership, and adapting to changing needs. Consistently maintains high operational standards and ensures proper facility upkeep. Proven track record of improving team performance and meeting organizational goals through effective collaboration.

Employment History

Crew Member, McDonalds , Brea, CA

SEPTEMBER 2018 – SEPTEMBER 2019

- Worked well with teammates and accepted coaching from management team.
- Took orders, prepared meals, and collected payments.
- Addressed guest needs, questions, or concerns to create optimum experience onboard.
- Kept food preparation area, equipment, and utensils clean and sanitary.

Scare Actor , Knott's Berry Farm, Buena Park, CA

SEPTEMBER 2019 – NOVEMBER 2023

- Improvised character presentation and conversations with guests to provide immersive experience.
- Researched character types and delivered appropriate voice, gesture and physical presentation.
- Accustomed to attaching and using prosthetic and body props to enhance performance.

Shift Leader, Carl's Jr., Newport, CA

SEPTEMBER 2020 – SEPTEMBER 2021

- It was my job to handle customer complaints, prepare the food, cash drop cleaning and take care of customer needs
- I was able to address issues with customers calmly and professionally, the situation
- It also taught me great skills in leadership and multitasking

Zoo Keeper Assistant , Reptile Island, Stanton, California

FEBRUARY 2022 – FEBRUARY 2022

- Provided facility inspection and maintenance to achieve superior levels of cleanliness and upkeep.
- Kept cages, kennels, play yards, and grooming areas neat and clean.
- Followed animal care instructions for dietary needs and medication regimens.

Crew Member, A&W, Saint Helena, CA

MARCH 2024 – DECEMBER 2024

- Worked well with teammates and accepted coaching from management team.
- Took orders, prepared meals, and collected payments.
- Became familiar with products to answer questions and make suggestions.
- Addressed guest needs, questions, or concerns to create optimum experience onboard.

Education

High School Diploma, Brea Canyon Continuation School, Brea, CA

MAY 2019

Certifications

Food Handler

Zoo Keeper Assistant