

ANDREW FROLA

N Martel Ave, Los Angeles CA

Cell (814)-233-6452

AndrewFrola@gmail.com

EDUCATION

2009 - 2013

Bachelor of Science: Media Arts and Animation

- The Art Institute of Pittsburgh – Pittsburgh, PA

CAREER GOAL

I am an enthusiastic customer service representative who follows policies and procedures while offering an available and approachable demeanor. Seeking a sales associate position where my previous experience in retail sales, event staffing, and customer service will be fully utilized with opportunity for advancement.

HIGHLIGHTS

- MS Office Suite Proficient
- Exceptional Communication Skills
- Team Player
- Strong Work Ethic
- Point of Sales System Experience
- Flexible Schedule

ACCOMPLISHMENTS

- Currently managing an introductory business operations program for both guests and employees to better understand Madam Tussaud's growth, business, and history.
- Smooth multitasking skills that allow non-disruptive transitioning between tasks while ensuring a higher standard for service and experience for guests.
- Assisted in managing a college short film production in direction, firm deadlines, smooth workflow instructions, and strong communication between all team members and clientele.

EXPERIENCE

Disaster Cleanup Associate

July 2014 to Nov. 2014

ServPro – Somerset, PA

- Assessing the most efficient way to tackle a job, and coordinating a team during a project.
- Maintenance work.

Experience Coordinator

Feb. 2015 to Present

Madame Tussauds Hollywood - Hollywood, CA

- Trained employees on cash drawer operation and sales.
- Delivered prompt, accurate, and excellent customer service.
- Assembled in-store marketing displays.

Customer Service Specialist

Oct. 2015 to Present

Starbucks - Hollywood, CA

- Delivered prompt, accurate and excellent customer service.
- Established strong bonds with regular customers.
- Always pushed up selling of products to make every dollar count.