

Andrew Santos

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Summary

Motivated professional skilled at exceeding the customers' expectations with expert listening skills and proven problem-solving aptitude. Stays focused and positive in fast-paced environment. Flexible, kind with a team building attitude approach to daily tasks. Customer focused and willing to learn, have fun and embrace new roles.

Experience

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| Customer Service Specialist Columbus Metropolitan Library- Driving Park | Feb 2022 - Present |
| <ul style="list-style-type: none">• Provides superior customer service during library transactions• Offers technical support at computer stations, fax machine• Diligent shelving skills, closing duties, RTF, UCH and delivery tasks | |
| Diet Clerk Mount Carmel Hospital, Reynoldsburg, OH | June 2021 – July 2022 |
| <ul style="list-style-type: none">• Engages with patients, taking food orders, answering diet concerns and questions• Prepare meals following diet restrictions in a team driven atmosphere in a timely manor• Effectively working with little supervision and accomplishing all task required | |
| Warehouse Associate Insight, Lewis Center, OH | Feb 2021 - June 2021 |
| <ul style="list-style-type: none">• Completed customer orders in a timely fashion, trouble shot technical issues• Received and processed priority packages using Excel and SAP computer programs• Verified the accuracy of repair orders and reported the discrepancies | |
| Trainer/Package Handler FedEx Ground, Groveport, OH | July 2020 - Feb 2021 |
| <ul style="list-style-type: none">• Responsible for on-boarding new hires, hands on training classes and mentoring• Worked quickly and effectively with others while unloading, or loading trucks• Openly communicated with management any questions, concerns, or comments daily | |
| Flight Attendant Spirit Airlines, Detroit, MI | Feb 2020 - Sep 2020 |
| <ul style="list-style-type: none">• Ensured the safety, offered assistance, guidance to guest• Provided friendly leadership during boarding, safety demonstration and deplaning• Responded to medical emergencies, communicated with EMS and crew | |
| Flight Attendant Republic Airways, Columbus, OH | July 2017 - Feb 2020 |
| <ul style="list-style-type: none">• Ensure the comfort and safety of passengers inflight and on the ground• Maintained open communication between all flight crew members• Demonstrated leadership responsibilities, positive attitude, and kindness | |

Education

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| Southern New Hampshire University-In progress BA in English | Graduating 2023 |
| Associates Degree Business Management, Western International University | Dec 2005 |