

Andrew Trygstad

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Objective

A position to allow me to apply my strong customer-service skills, initiative, and leadership, where I can exercise my ability to solve problems and adapt to any situation as both a team player and as solo performer.

Skills & Abilities

- Outstanding Customer Service skills with more than ten years of experience.
- Seven years of management experience, handling teams of up to ten at a time in fast-paced environments and working with high volumes of customers.
- Strong problem solving and interpersonal skills, especially regarding conflict resolution and customer concerns.
- Confident, articulate, professional-level speaking ability; well-versed in phone etiquette and interaction via electronic media. (I can even juggle while I talk.)
- Excellent computer skills – solid experience with Windows Office and Google suites of programs, and training in social media outreach and professional page handling.
- Considerable product inventory management skills.
- Professional level memorization skills from extensive study in Acting technique for stage and screen work.
- Advanced Actor Combatant with the Society of American Fight Directors, Academy of Fight Directors Canada, Society of Australian Fight Directors inc., and British Academy of Stage and Screen Combat. Fight choreography and individual weapons certifications available upon request.

Experience

SHIFT SUPERVISOR | STARBUCKS COFFEE COMPANY | 09/03/12 - PRESENT

Responsible for store management for shift duration, and handling any customer relations or concerns during normal business hours. Made corrections to any customer order errors, and made sure to handle recovery of customer through LATTE method and a “make it right” mentality. Handled cash and balanced store safe daily. Made recommendations on products and executed beverage construction. Trained and maintained skills and capabilities of all baristas on the team, and verified performance with periodic check-ins. Tracked and maintained product inventory, both perishable and non-perishable, and executed orders to help keep product flow balanced and moving. Served in this role at various Chicago-area suburban locations and in Manhattan, New York City, New York.

HEAD TEACHING ASSISTANT | COLUMBIA COLLEGE CHICAGO ACTING PROGRAM, STAGE COMBAT DEPARTMENT | 08/27/16 - 12/17/16

Responsible for assisting Professors in class instruction, demonstrating proper technique and performance for stage combat studies. Helped students make corrections to work and monitor performance in class, and kept regular office hours to allow additional assistance for students outside of class. Maintained detailed daily class notes, transcribed and collated for each week and gathered for student reference. Performed daily and weekly maintenance on all weapons and equipment for all classes and instructors, including cleaning and polishing, repairs, and inventory tracking. Managed a team of ten other teaching assistants and kept open communication between professors and fellow students.

SHIFT SUPERVISOR | MCDONALD'S CORPORATION | 07/16/10 - 08/28/12

Operated as store management in the absence of main Store Manager. Responsible for position assignments while running shifts, handling customer concerns, taking orders through mobile drive-through station, and tracking inventory during deliveries and ending shifts. Delegated cleaning and stocking tasks during all hours of operation. Completed necessary paperwork for shift food safety tracking, employee disciplinary forms, inventory management, and shift assignments. Resolved customer conflicts and product problems, correcting and recovering customers in the moment and encouraging return visits. Ensured employee performance during shifts and maintained record breaking customer flow during peak transaction periods.

Education

- Columbia College Chicago, B.A. in Acting, graduated May 2017
- Starbucks Coffee Company – Shift Supervisor training
- McDonald's Management Training Program – Swing manager training courses
- Millikin University, progress towards B.A. 2004-2005

Recognition

- Starbucks Barista Championship participant – 2016: District Level Champion; 2017: Store Level Champion, Runner-up at District Level
- Starbucks MUG (Moves of Uncommon Greatness) Awards – Three-time recipient: 2013, 2015, 2016
- Instructors Award – awarded by the Society of Australian Fight Directors, Inc. at the First Worlds Stage Combat Conference, August 2017. The recipient demonstrates strong leadership and performance skills. They serve as an example to others and demonstrate discipline and skill in the field of Stage Combat study.
- Paddy Crean Award – highest award given by the Academy of Fight Directors Canada. Awarded at First Worlds Stage Combat Conference, August 2017

References

Available upon request.