

Andrew Bergstrom

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Work Experience

UnCruise Adventures

March 2017 – Present

Expedition Guide

- Lead hiking and kayaking expeditions in remote wilderness settings with few or no defined trails, utilizing safety standards and route-finding skills.
- Work within a cohesive and cooperative team led by the Expedition Leader and Lead Guide, with a heavy emphasis on communication and teamwork.
- Confidently and competently lead groups of up to 20 guests in the field and on the water, and create an enjoyable experience for guests even when an excursion does not go as planned. Heavy emphasis on customer service, dynamic thinking, and safety.
- Demonstrable ability to utilize a GPS, and read navigational and topographical maps and software.
- Provide in the field, hands-on interpretation, and thematic, formal onboard presentations that are integrated into a week-long interpretive program, and wildlife narration utilizing interactive tools such as maps, charts, guidebooks, powerpoint, microscopes and spotting scopes to involve the guests.
- Develop and deliver educational presentations covering environmental science, history, or other relevant topics to the itinerary as assigned by the EL for up to 90 guests.
- Cultivate the guest experience by focusing on the observation of the surrounding geology, flora, and fauna by encouraging passengers to spend as much time on deck exploring and experiencing the natural surroundings that may go unnoticed.
- Participate in the behind the scenes daily maintenance and programmatic tasks that keep our gear and program running. These tasks will include but are not limited to, photo editing, blogging, slideshow creation, gear stowage, repair, cleaning, and organization.
- Proactively maintain the cleanliness, order and function of all Expedition tools, including kayaks, paddleboards, electronics, and snorkeling gear.
- Assist in general shipboard tasks during the operating season including loading of ship's food stores, laundry, garbage, luggage, and helping the hotel staff with cleaning as needed.
- Maintain a professional demeanor and appearance amongst crew and guests at all times, while living in a close community setting.

Bell & Whete

September 2016 – December 2016

Server/Bartender

- Maintained a clean bar & work area all throughout service in compliance with state and federal laws
- Worked fast and efficiently in a large bar with over 65 rotating taps and multiple house made specialty cocktails
- Provided quick, friendly professional service to all guests and employees
- Created a positive work environment with my friendly attitude and ability to maintain a working relationship with co-workers and management

Restaurants Unlimited Inc.

January 2015 – September 2016

P.O.S Programming Specialist

- Developed crucial time and project management skills
- Oversaw the Point of Sales system programming for 46+ restaurants
- Created new system layouts for new restaurant openings
- Gained an overall better understanding of whole restaurant functions such as guest relations, Marketing and I.T.

Palisade Waterfront Restaurant

March 2010 – January 2015

Dinner Server

- Tactfully up-sold and increased sales on a daily basis using a thorough understanding of products
- Regularly multi-tasked while maintaining a calm professional demeanor
- Built strong relationships with regular guests and frequently received section requests
- Progressively built a better understanding of guests needs and how to cater to them
- Consistently ranked within the top 5 servers for highest weekly sales
- Managed multiple social media platforms to attract new potential guests and engage existing clientele