**Andrew J. Hastings**

*Customer Service/ Animal Care / Construction*

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*Message:* (316) 265-5211 ext. 208

1. Emporia Wichita, KS 67202

**Profile Summary**

* 2 years’ of experience working with dogs and other animals in vet offices.
* Additional customer service experience in call center settings.
* Compassionate and easy-going individual.
* Eager to learn and apply new skills in a productive and useful manner.

**Functional Overview**

*Animal Care*

* Basic species identification
* Prep for immunizations
* Nutrition requirements
* Dog handling and training
* Grooming techniques

*Customer Service*

* Effective communication and listening
* Demonstrate patience and understanding
* Suggestive and up-selling
* Attentiveness to customer
* Time management

*Transferrable Skills*

* *Record keeping*
* *Basic computer skills*
* *Goal-oriented focus*

**Recent Employment**

*Dog Handler* Best Chance Dog Program Larned, KS 2017 – 2018

* Assisted in training dogs for various clients and specific services.
* Cleaned and maintained dog kennels and work area.
* Bathed, fed, and maintained overall health of dogs.

*Food Service Worker* Aramark/Sodexo Larned, KS 2017

* Prepared large quantities of food in a cafeteria-style setting.
* Maintained a clean and orderly work environment and station.

*Customer Service Rep* AT&T Wichita, KS 2015 – 2016

* Addressed inbound customer service issues regarding service, plans, and phones.
* Provided basic account maintenance for customers to retain contracts.
* Made replacement/upgrade, credit issuing by policy, etc.

**Earlier Employment History**

* *Customer Service Rep* Starwood Hotels & Resorts Wichita, KS 2014
* *Landscape Tech* Turf Plus Wichita, KS 2013 – 2014
* *Professional Painting* Lewis General Contracting Ft. Riley, KS 2012 - 2013
* *Restoration Tech* Aftermath Restoration Wichita, KS 2008 – 2010
* *Kennel Tech* Indian Hills Vet Clinic Wichita, KS 2007 – 2008