

Andre Garcia

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Education

California State University, Dominguez Hills - Carson, CA; June 2014
Bachelor of Arts, Psychology; Minor in Marketing - 3.1 GPA, Honor's List

California State University, Bakersfield - Bakersfield, CA; March 2011
General Education

Work Experience

Associate Planner, Consumer Insight - The Walt Disney Company January 2014 - April 2016

I developed qualitative and quantitative research projects for clients of the Walt Disney Parks and Resorts, and managed a monthly tracking study of the annual pass program at the Disneyland Resort. I also presented key findings of these research results to help inform clients of possible plans of action to help improve the guest experience at the Disneyland Resort.

Consumer Insight Analyst Intern - The Walt Disney Company June 2013 - January 2014

I performed qualitative and quantitative research for clients of the Walt Disney Parks and Resorts and developed reports describing significant findings and plans of action to consider. I supported lines of businesses within the Disneyland Resort by understanding perceptions of offerings and highlighting any opportunities to improve overall guest satisfaction.

Clerk Typist - City of Los Angeles Bureau of Sanitation September 2012 - August 2013

I monitored hazardous waste locations for the Los Angeles Bureau of Sanitation and followed strict policy and procedures in regards to handling and disposing of hazardous waste.

Guest Relations Host - The Walt Disney Company January 2012 - May 2012

I provided consistent guest recovery options and solutions for thousands of guests. I quickly adapted to a constant changing environment by assisting each guest individually, maintaining the highest level of guest service the Walt Disney Company is known to offer.

Additional Experience

Positive Psychology Research - Cal State Dominguez Hills December 2012 - June 2013

I participated in the Positive Psychology Research Laboratory at California State University, Dominguez Hills. I independently developed research proposals related to Positive Psychology subjects, and reported results to research faculty and laboratory members.