

Calvin J. Burts

1820 Pluto Dr. Bossier City, LA 71112 cburts26@bellsouth.net 318-746-4621

Career Summary

- More than six years of experience in the retail industry.
- Proven track record of problem solving and guest relations.
- Developed strategies that have increased revenue.
- Excellent guest service skills.

Work Experience

Walt Disney World • Lake Buena Vista, FL

Hollywood Studios

Merchandise

Jan.2009 to August 2009

- Informed a wide range of diverse guests about entertainment at Walt Disney World.
- Processed customer transactions accurately in a time sensitive environment.
- Expedited packages thru the package pick-up/hotel delivery system to final destination.
- Selected to participate on a packaging engineering project where we looked for ways to decrease shipping costs and increase shipping efficiency.

Super 1 Foods• Shreveport, LA

Produce clerk

May 2002 to Jan. 2009

- Demonstrated excellent customer service skills in dealing with customer concerns.
- Assisted produce manager in ordering, bookkeeping, and other administrative duties.
- Helped maintain a clean, full, and sanitary produce department.
- Trained new partners in produce and grocery operations.
- Chosen as the Aggressive Hospitality winner for the store in 2004.
- Four time Aggressive Hospitality winner of the month.

Walt Disney World• Lake Buena Vista, FL

Animal Kingdom

Custodian

Jan. 2007 to May 2007

- Provided exceptional guest service to guests throughout the park.
- Maintained park cleanliness and safety procedures.
- Recognized by management with several Great Service Fanatic cards for demonstrating impeccable guest service skills.
- Completed a Disney Exploration Series class in communications where we explored and discussed different areas of communications within Walt Disney World.

Education

Louisiana State University in Shreveport

Bachelor of General Studies; Concentration: Business

Anticipated date of graduation: Summer 2010

Professional Association

American Hotel & Lodging Association

- Student member since May 2008
- Lodging & Food Service Industry certificate (Dec.2008)