

Abigail Lesznar

Celebration, FL | 301-514-4262 | ajlesznar@aol.com

Work Experience

Shoreside Guest Services

July 2022- Present

Disney Cruise Line, Celebration, Florida

- Answer Cast, Guest and Business Partner questions through multiple sources of communication.
- Manage conflict resolution and make decisions through a delicate balance of integrity and partner resourcing.
- Handle complex Guest escalations and took over calls when Guests were to ask for a supervisor
- Partner with Port operations, Shipboard Crew, and other departments to handle embarkation and shipboard situations.

Service and Solutions Specialist – Flight Team

Nov 2021 – July 2022

Disney Central, Orlando, Florida

- Assisted Guests by providing comprehensive information about the Walt Disney World Resorts and dining, utilizing numerous computer software applications during the process.
- Managed confidential, special projects to assist Inventory Management within specific budgets.
- Partnered with third-party vendors to enhance the Guest experience.
- Communicated with Leadership and Executives from Parks and Resorts to determine appropriate Guest recovery.
- Educated and coached Cast by assisting them with questions and navigating them through internal programs and policies.

Attractions Hostess

May 2021 - Nov 2021

Walt Disney World Parks and Resorts, Lake Buena Vista, Florida

- Operated Tomorrowland Speedway by grouping, loading, and unloading Guests safely and efficiently.
- Partnered with Parade Audience Control Cast Members to handle high-volume crowds and to verify safety of Guests experiencing Happily Ever After and Disney Enchantment.
- Demonstrated the Five Keys, specifically inclusion, by promoting a safe space for all at work.
- Assisted in the roll-out of Genie+ and Lightning Lane.

Public Relations Officer

May 2019 – Dec 2019

Rotaract Club, Conway, South Carolina

- Managed multiple forms of social media to increase club visibility and gain more members.
- Highlighted select projects and club initiatives through photographing and documenting events.
- Assisted with planning the agenda for club meetings and events.

College Program Intern, Attractions

Jan 2018 - Jul 2018

Walt Disney World Parks and Resorts, Lake Buena Vista, Florida

- Operated Avatar Flight of Passage within its first year of operation.
- Assisted with Guests concerns and escalated to Coordinators and Leaders when necessary.
- Possessed in-depth knowledge of a new ride system to safely and efficiently load and unload Guests.

Education

Master of Arts—Communication, University of Florida

May 2022 - Present

Bachelor of Arts—Communication, Coastal Carolina University

Aug 2016 - Dec 2019

Skills

Guest Service Suite • Seaware • a la carte • Conflict-Resolution • Time Management • Leadership • Teamwork • Microsoft Office • Organization • Attention to Detail • Fleet Management System (FMS)