

# Abigail Lesznar

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## Work Experience

### **Business Integration Specialist**

June 2024 – Present

*Disney Cruise Line, Celebration, Florida*

- Provides administrative support to Business Integration Managers across project lifestyles.
- Analyzes, creates and maintains comprehensive project plans, documentation and reports.
- Partner with multiple lines of business to recap meetings and send communication when necessary.

### **Shoreside Guest Services Specialist**

Nov 2023 – June 2024

*Disney Cruise Line, Celebration, Florida*

- Supported the overall operation of the Contact Center both internally with Shoreside Guest Services as well as externally spanning across the Disney Signature Experiences including the Adventures and Expeditions teams.
- Collaborated with cross-functional teams to align Contact Center efficiencies with brand values, further elevating the overall Guest journey.

### **Shoreside Guest Services Associate**

July 2022- Nov 2023

*Disney Cruise Line, Celebration, Florida*

- Answer Cast, Guest and Business Partner questions through multiple sources of communication.
- Independently handle escalations as a supervisor in the event a Guest or Cast Member needs assistance.
- Work directly with Disney Cruise Line Shipboard Crew Members to research reservations and Guest escalations.

### **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.
- Handled complex Guest escalations and took over calls when Guests were to ask for a supervisor.

### **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.
- Utilized content creation to highlight select projects and club initiatives through photography and documenting events.
- Assisted with planning the agenda for club meetings and events.

## Education

Master of Arts—Communication – Public Relations Focus, University of Florida May 2022 – Dec 2023

Bachelor of Arts—Communication, Coastal Carolina University Aug 2016 - Dec 2019

## Skills

Smartsheet • Microsoft Office Suite • Canva • Conflict-Resolution • Time Management • Leadership • Teamwork • Organization • Windows Proficiency