

Howard Wah

Diamond Bar, CA | Cell: 909-223-5566 | Email: howard.wah01@student.csulb.edu | www.linkedin.com/in/howard-wah

EDUCATION

California State University, Long Beach (GPA 3.50+)
Bachelors in Public Relations

Expected Graduation: May 2024

Strategic Communications, Customer Relations, Public Relations and Campaign Management, Media Relations, Presentation Skills, Team Leadership, Digital Media and Social Media, Innovative Thinking, Marketing, Communication Law and Policy, Research Methods.

PROFESSIONAL & LEADERSHIP EXPERIENCES

THE WALT DISNEY COMPANY | Anaheim, CA

October 2022 - present

Cast Member: Front of House Cashier

- Assumed challenging responsibilities within the Food and Beverage QSR role, showcasing teamwork by working together with fellow cast members to ensure guest satisfaction. Actively fostered positivity and prioritized exceptional customer service throughout.
- Managed time by balancing academics with work and gained ability to work under pressure
- Communicated with guests using marketing strategies and increased sales for beverages
- Assisted in backstage performances and demonstrated teamwork during special occasions
- Maintain the 5-keys and SERVICE model during every working shift.

Hillside Community Government | Diamond Bar, CA

January 2023- May 2023

Marketing Director

- Assisted in the development of residential events for Hillside Residential Village
- Collaborated with both internal and external members of the community government board
- Documented community meetings and documented residential events.
- Assisted and strategically planned and developed events along with community government leaders to drive engagement and interest amongst Hillside Residential Village students.

Diamond Bar Choir | Diamond Bar, CA

August 2018 - May 2019

Public Relations Officer

- Promoted and organized fundraisers and raised over \$2,000. And managed budgets for
- Tracked social media engagement and worked to ensure that the majority of social media posts reached the correct audience.
- Planned and executed the end of the year banquet hosting over 300 guests.

WORK EXPERIENCE

ROUND TABLE PIZZA CO. | Diamond Bar, CA

September 2018 - December 2018

Cashier

- Ensured Guest Satisfaction by expediting orders and making sure that all orders were served in a timely manner
- Took upon the cleanliness of the front of house by cleaning eating surfaces
- Organized and ensured that all cash and card transactions went through the system and that all guests had an itemized receipt

MCDONALDS CO. | Diamond Bar, CA

January 2018 - April 2018

Cashier

- Promoted deals and improved marketing by designing posters inside the store
- Maintained cleanliness, organized lists of checklist items, and ensured prompt and successful shifts
- Gained customer service skills by greeting and suggesting food popularities to a diverse number of people
- Operated cash registers and took responsibility of financial aspects