

Morgan Bailey

CUSTOMER SERVICE REPRESENTATIVE

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Customer Service Representative Summary

- CSR transitioning from a Retail Manager role with 4+ years in retail and hospitality management.
- Enhanced customer service scores by 18% through strategic training initiatives at MarketFront.
- Increased repeat customer rates by 22% at StayWell Hotel by optimizing guest experiences.
- Award-winning team leader; bilingual in Spanish and French.

Work Experience

Customer Service Manager MarketFront Retail

January 2020 - Present

- Revamped customer service protocols, improving overall customer satisfaction by 18%.
- Led a team of 30+ employees, focusing on training and development to enhance service delivery.
- Managed conflict resolution efforts, reducing customer complaints by over 25%.

Guest Relations Coordinator StayWell Hotel

June 2016 - December 2019

- Implemented loyalty programs that increased repeat guest visits by 22%.
- Coordinated front desk and guest services, enhancing overall guest satisfaction during stays.
- Organized special events and promotions, contributing to a 20% increase in off-season bookings.

Sales Associate & Customer Support HighPoint Electronics

August 2015 - May 2016

- Supported a high-volume retail environment, consistently exceeding sales targets.
- Provided technical support and product advice, enhancing customer purchasing experiences.
- Participated in staff training, focusing on product knowledge and customer engagement techniques.

Education

Bachelor of Science in Business Administration Boston University

September 2012 - May 2016

Skills

CRM Problem Resolution Communication Team Leadership



Interests

- Rock Climbing and Outdoor Adventures
- Learning New Languages
- Community Volunteering