# **Morgan Bailey**

CUSTOMER SERVICE REPRESENTATIVE

mbailey@gmail.com

321.654.9870

#### linkedin.com/in/mbailey

## 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

- 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

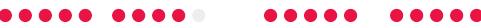
- Implemented loyalty programs that increased repeat guest visits by 22%.
- Coordinated front desk and guest services, enhancing overall guest satisfaction during stays.
- Organized special events and promotions, contributing to a 20% increase in off-season bookings.

#### Sales Associate & Customer Support **HighPoint Electronics**

- 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** September 2012 - May 2016 **Boston University** Skills CRM **Problem Resolution Communication Team Leadership** 



### Interests

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

# January 2020 - Present

June 2016 - December 2019

# August 2015 - May 2016