

Melissa J. Morgan
1060 Lilac Street
Broomfield, CO 80020
303.465.6365 ~ 720.636.5368

Qualifications:

I am enthusiastic, energetic, and dedicated to customer satisfaction. Over 15 years of experience resulting in a very responsible, professional and trustworthy individual who creates enduring relationships with customers and co-workers. I am a strategic planner and innovative problem solver, as well as creative and organized.

Work Experience:

Personal Executive and Domestic Assistant - Boulder, CO

4/2013-Present

- Adapted daily to changing requirements for a high profile family and their businesses
- Entrusted with both business and personal financial accounts, credit cards and petty cash
- Managed cash and deposits of \$4000-\$9000 per transaction for primary business three times a week
- Safely transported merchandise weekly valuing up to \$60,000
- Personal shopper for 4 businesses and household supplies.
- Responsible for bills, banking, shipping and receiving, appointment setting and running errands
- Created new procedures for accurate inventory of all supplies and merchandise
- Organized multiple offices by updating filing systems to ensure efficiency and clarity
- Provide care and guidance for family and infant along with their three dogs

The Dandelion – Personal Consultant & Receptionist - Boulder, CO

6/2012-1/2013

- Ensured total compliance with all County and State Laws
- Created orders/invoices and organized meetings with product vendors
- Developed new procedures for inventory control and efficient work flow
- Private consultations with patients daily regarding questions and concerns
- Acquired extensive knowledge of all products and their appropriate uses
- Generated client referrals by offering exceptional customer service

Herbal Remedies – Patient Consultant - Denver, CO

3/2011-3/2012

- Exceeded shift goals regularly with strategies that improved sales
- Closed every shift with accurate cash drawer due to close attention to detail
- Attracted and retained loyal patients by building a positive reputation
- Organized product displays and kept inventory
- Assisted patients with their indoor and outdoor gardens
- Provided in depth information about all products, uses and side effects

Alliance Data – Customer Service Specialist - Westminster, CO

11/2010-3/2011

- Maintained positive working relationships with credit card holders
- Completed “Achieve Global-Stellar Customer Service” training program
- Analyzed accounts, identified and presented opportunities to customers
- Handled customer accounts for over 170 private label credit card lines
- Displayed excellent organizational and time management skills

The New Fairview Lounge – Bartender - Westminster, CO

11/2008-6/2009

- Mixed and served over 200 specialty drinks for guests every shift
- Expressed ability to handle multiple requests timely and accurately
- Persuaded customers to upgrade the quality of their purchases regularly
- Developed acute memory of specialty drink recipes and prices

Eagles club – Bartender & Event Planner - Broomfield, CO

1/2007-5/2007

- Managed two cash drawers per shift, always closing with accuracy
- Helped plan and promote several private parties and fund raisers
- Delegated responsibilities for community service workers
- Notified all club members of newly posted fund raising events and specials
- Organized interactions and orders with alcohol and beer promoters

Education:

- **Colorado Youth Challenge Corps** – Military High School 1999
- **Heritage College** - AOS Massage Therapy 2003

**Ft. Carson, CO
Denver, CO**

Skills: Organization, Multitasking, Microsoft Office, Customer Service, Team Work