

Mia Morris

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Experience:

Mimi Property Management and Associates, Atlanta, GA— Guest Experience Agent

CURRENT POSITION 2020 - 2022

Currently serving as a primary point of contact between property owners and guests to provide professional yet personalized service and create memorable experiences that enhance guests' stays. Duties included:

- Assisting owners with the furnishing of new units, ensuring that each space was set up and decorated to the highest standards, marketable trends, and adherence to rental rules and guidelines.
- Solving guest inquiries, emergencies, and problems, ensuring that issues were resolved quickly and to the guest's satisfaction.
- Coordinating and communicating with property managers to ensure smooth operations and calendar bookings, manage relationships with third-party vendors, oversee property inventory, cleaning, and create turn-key check in/check out for incoming and departing guests.
- **Achievement:** Earning the "Super Host" award on Airbnb for consistently receiving high guest ratings and positive reviews.

Verizon Wireless, East Point, GA — Retail Sales

PREVIOUS POSITION 2019 - 2020

Previously contracted to provide a personalized sales experience for each guest, using product knowledge and excellent communication skills to help customers find the right products for their needs. Duties included:

- Assisting guests with a variety of product shopping and services as well as troubleshooting technical difficulties to ensure that clients were able to use their products effectively.
- Maintaining detailed knowledge of current promotions, product uses and functionality, latest feature releases, sale techniques, and company policy updates by attending weekly and monthly training
- Proactively making daily outbound calls to drive sales using Salesforce, effectively reaching out to potential customers and following up on leads to drive sales and increase customer satisfaction.
- **Achievement:** Exceeded personal bi-weekly sales goals, consistently driving revenue and meeting or exceeding quotas and earned the "Employee of the Month" award in March 2020, ranking in the top 3 in the region for B2B sales conversions.

Indique, Atlanta, GA— Client Care Liaison

PREVIOUS POSITION 2017 - 2019

Provided bespoke beauty planning in a commission-based sales environment by working closely with clients to achieve their unique needs through recommended products and haircare services. Duties included:

- Making outbound sales calls and upselling products through customer satisfaction calls.
- Exceeding monthly sales goals by using a combination of product knowledge and sales skills to drive revenue. Proactively reaching out to clients ensuring marketing touchpoints were targeted and effective.
- Writing articles for the online magazine Fluff, showcasing products and services by highlighting their unique features and benefits to current and potential clients.
- **Achievement:** Exceeded the company's secret shopper score goal twice, demonstrating a commitment to high levels of customer service and satisfaction.