

Jordan Lee

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Summary

Energetic and motivated professional transitioning into technology support, bringing 3 years of experience in high-volume client-facing roles where rapid problem-solving and exceptional client relations were paramount. Possesses strong technical aptitude, recently completing a certification in digital systems, and is proficient in learning new ticketing platforms quickly.

Experience

Guest Services Manager

The Grand Hotel, Edinburgh, Scotland

June 2021 – Present

- Managed all guest conflict resolution, transforming negative feedback into positive outcomes through empathetic and solution-oriented communication.
- Oversaw the adoption of a new digital booking and POS system, training 15 staff members on its technical operation.
- Handled complex billing and reservation issues under high-pressure, time-sensitive scenarios.

Retail Team Lead

Apex Electronics, Glasgow, Scotland

September 2019 – June 2021

- Managed product inventory and provided detailed, non-scripted product recommendations to 50+ customers daily.
- Consistently exceeded customer service metrics for speed and knowledge accuracy.

Key Skills

Client Interaction: Conflict Resolution, Verbal Communication, Customer Advocacy, High-Volume Service, Patience

Technical Systems: Digital Ticketing, POS Systems, Microsoft Office Suite, Google Workspace, Self-directed technical learning

Education

Certificate in Digital Systems Management - Edinburgh College, 2023

B.A. Business Administration (2:1 Hons)

University of Edinburgh