

TOBIAS MORGAN

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PROFESSIONAL SUMMARY

Detail-oriented customer service specialist seeking opportunities to leverage skills in a customer-focused role while pursuing an education in UI and UX design. History of effective team management and a creative approach to problem-solving while supporting teams to continued success. Currently building a foundation in design principles to enhance user experiences, with a commitment to applying analytical and communication skills to improve service and support.

AREAS OF EXPERTISE

Customer Service | Leadership and Team Management | Sales and Retail Management
Claims Processing and Issue Resolution | Communication Skills | Time Management and Multitasking
User-Centered Design | Attention to Detail | Adobe Photoshop | Figma

PROFESSIONAL EXPERIENCE

Claims Specialist, Concierge, Rove Concept Sept 2020 - May 2024

- Utilized CRM software to streamline customer interactions and maintain a high level of customer satisfaction while handling issues related to product deliveries, damages, or defects.
- Utilized technical expertise in claims processing systems to expedite resolution decisions, leading to a 15% reduction in average resolution time.
- Spearheaded multiple sales initiatives, culminating in revenue generation exceeding \$250k.
- Coordinated with internal and external vendors to track and expedite shipments, reducing transit time by 20%, while providing timely updates to customers.

Supervisor, Starbucks Sept 2018 - July 2019

- Utilized technical skills in inventory management, scheduling, and customer service to ensure operational efficiency and customer satisfaction.
- Leveraged workforce management software to delegate tasks based on team members' strengths to enhance overall operational efficiency and contribute to the company's success.
- Managed and ensured compliance with Starbucks operational policies and procedures, leading to a 15% decrease in cash handling errors and a 20% reduction in safety incidents.

Keyholder, Aldo July 2017 - July 2018

- Ensured the store is opened and closed according to company procedures, including handling cash registers, securing the premises, and setting up or shutting down equipment.
- Assisted the store manager in leading and motivating the team to achieve sales targets, providing guidance and support to team members, as well as ensured adherence to company policies & procedures.
- Oversaw and participated in visual merchandising to arrange products and fixtures to guide customer flow and enhance shopping experiences while aligning with the brand's aesthetic.

EDUCATION & CERTIFICATIONS

Associates Certificate of UI and UX Design, British Columbia Institute of Technology

Serve-It-Right Certificate, Responsible Service BC