

Morgan O'Leary

Manager & Coordinator with 12+ years in Customer Service & Sales

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PROFILE

Experienced manager, coordinator and sales executive who thrives in communication and is seeking employment with a company that will use my skills to help grow teamwork, sales and productivity. One who takes pride in the fine details of customer service, responds immediately to inquiries and offers personalized service to ensure repeat and ecstatic customers; who is eager to create lasting relationships with customers to help the overall success of the business. Seeking the right full-time, fully remote opportunity with a company that will provide a challenge and encourage its employees to grow, learn new skills and maintain a healthy work/life balance.

EXPERIENCE

Online Sales Executive, EZ Living Interiors; Cork, Ireland – May 2022-Present

Processing online and manual orders to include taking payments, scheduling deliveries, assemblies and service teams for customers. Management of the information mailbox with timely and accurate responses with regards to online orders and product knowledge. Management of finance orders to process deposits and organize finance agreements in order to complete delivery and assembly of goods. Maintaining the online chat for incoming queries while managing tasks and lead times for timely follow ups with customers. Management of website maintenance, products uploads and stock controlling of products' online. Also work within the photography studio for new product shoots and assist with creating eye-catching lifestyle photos of products for the website.

Jr. Visual Merchandiser & Sales Associate, Botanic Home & Garden Centre; Cork, Ireland – 2021 to 2022

Part time role creating eye-catching displays for gardening and home decor-related products to attract customers and help encourage sales. Opening and closing duties of a retail store while keeping a clean and organized floor.

Restaurant Manager, Nice Matin; New York, NY – 2019 to 2020

(Job eliminated due to COVID-19)

Manage the day in and day out procedures of running a restaurant, including staff performance, daily deliveries, general maintenance, weekly payroll, OpenTable reservations, data entry and spreadsheet management to track business, problem solving to resolve any issues our clients may experience and ensure impeccable customer service.

Hospitality Manager, Avantstay; Remote – 2019

Manage 29 short term rental homes throughout the Coachella Valley with a remote team. Communication and tasks completed through mobile platforms, such as Slack and Streamline, to schedule housekeeping, maintenance, reservations and customer requests to ensure complete customer service, satisfaction and track company performance. Data entry into platforms to update the company's systems and track rental properties progress.

Event Coordinator, Indian Wells Country Club; Indian Wells, CA – 2018-2019

Coordinate and execute 200+ events and \$750k+ in weddings, corporate events, social events, milestones and golf outings and tournaments. Point of contact for all staff, members, clients and vendors for both Private and Member events. In charge of all orders for events as well as communication of each event to the team in running Banquet Event Order ("BEO") meetings. Administration and data entry duties for all aspects of each event in order to navigate and improve sales processes and overall organization. Sell, plan, coordinate, schedule and execute all events at the Club to bring clients' visions to life with exceptional customer service.

Server, Bartender, Hostess, Online/Take Out; CA & NYC – 2014-2018

Customer satisfaction in every front of house position for multiple restaurants in California and NYC.

Sr. Sales Associate, White House Black Market; West Des Moines, IA – 2010-2017

Top Retail Sales Associate at #1 store in the Nation. Weekly cold-calling for the store's region.

Firm Receptionist & Legal Assistant; West Des Moines, IA – 2017

Receptionist for Shindler, Anderson, Goplerud & Weese Law Firm to coordinate all incoming phone calls, walk-in clients and communication throughout the firm. Legal assistant to associate attorney in preparing legal documents, schedules and calendars, case law data entry, filing and filling the gap of communication with clients.

EDUCATION

Loyola Marymount University, Los Angeles, CA – BA in Sociology, 2015

ADM High School, Adel, IA – High School Diploma, 2011

SKILLS

Management of staff and customers in Hospitality, Restaurant, Events and Office environments

Customer service with the ability to relate to clients and build trusting relationships

Ability to work well with Remote teams via platforms such as Slack, Streamline and Ring

Ability to work well with others on a team of attorneys, paralegals, administrative assistants and other staff within different areas of business

Proficient with Microsoft Office, Outlook, Online Calendars and have a great amount of data entry and research experience

Tech-savvy, learn new systems quickly and a proficiently speedy typist // Knowledge of programs to include (but not limited to) - Google Sheets, Excel, Windows, G-Suite, Trello, Zoom, Oracle systems, Docusign, Airtable and Photoshop

Ability to close sales with a talent for up-selling and ensuring repeat clientele

Self-disciplined with strength in time management, organization, attention-to-detail and communication