

# NEVA MORGAN

[neva.morgan6382@gmail.com](mailto:neva.morgan6382@gmail.com) | (720)955-4144 | Fort Collins, CO | [linkedin.com/in/neva-morgan-089483273/](https://www.linkedin.com/in/neva-morgan-089483273/)

---

## PROFILE SUMMARY

Experienced Guest Services Lead, Ambassador, and Sales and Entry, adept at managing all guest service areas and employees, including directing team members, diverse guest situations, technical solutions, and focusing on big-picture thinking. Forward-thinking and hardworking with a strategic approach to solving diverse issues. Seeking a dynamic and fast-paced position with room for advancement and bringing two seasons of related experiences.

---

## EDUCATION HISTORY

**Bachelor of Science:** Undergraduate Degree in **Ecosystem Science and Sustainability**  
Colorado State University - Fort Collins, CO

**Expected on May 2026**

---

## LEADERSHIP AND VOLUNTEER EXPERIENCE

### WATER WORLD

*Guest Services Department.* Federal Heights, CO

#### Guest Service Lead Supervisor

**February 2024 to Current**

- Demonstrated a complete understanding of what Guest Services can accomplish within the park, alongside working with all departments.
- Managing a scheduling group throughout the season; understanding availability, and communicating with team members about their schedules.
- Understanding complex guest situations that require supervision of actions with emailing, calling, or setting aside reservations for future seasons.

#### Guest Service Lead

**May 2022 to September 2023**

- Daily supervision of Ambassadors, Cashiers, and Guest Attendant teams.
- Allocating and distributing team members to tasks efficiently.
- Providing daily engagement to motivate team members to create great guest experiences as well as the leads' influence on guests.

#### Ambassador

**July 2021 to September 2021**

- Collaborated with teammates to create a positive environment for customers.
- Assisted with daily opening and closing tasks to maintain clean, neat, organized guest service locations and cabana furniture.

#### Sales and Entry

**May 2021 to July 2021**

- Operated cash register, collected payments, and provided accurate change.
- Helped customers find specific products by answering questions and giving constructive advice on general knowledge of the park.

### OTHER

#### Grade 8 Soccer Referee - Colorado Soccer Association, CO

**January 2018 to January 2024**

- Managed a safe and positive environment for players and spectators through yearly training for gameplay possibilities and understanding player safety through SafeSport regulations.
- Exercised strong leadership skills and practiced self-discipline on and off-field.

#### Pottery Internship - Volunteer - ClayArt Pottery Co-Op. - Louisville, CO

**May 2017 to August 2017**

- Daily tasks included sanitizing frequented areas and equipment using approved supplies, collecting trash from floors within the work areas, vacuuming carpeted areas and mopping floors with proper cleaners, restocking supplies, and replacing clay, glaze, and tools for members' use.
- 

## RESEARCH EXPERIENCE

### (SUPER) SKILLS FOR UNDERGRADUATE PARTICIPATION IN ECOLOGICAL RESEARCH

Colorado State University — Smith Lab, Mentor: Alex Siggers