Fort Collins, CO | (720)955-4144 | [nevamo@colostate.edu](mailto:nevamo@colostate.edu) | [linkedin.com/in/neva-morgan-089483273/](http://linkedin.com/in/neva-morgan-089483273/)

**VALUES**

**Accountability** -  **Detail Oriented** -  **Empathism** -  **Creativity** -  **Generosity** -  **Optimism** -  **Learning by Doing**

**EDUCATION HISTORY**

**Expected on 05/2026 Undergraduate Degree** in Ecosystem Science and Sustainability

**Colorado State University** - Fort Collins, CO

08/2022 - CURRENT

**LEADERSHIP AND VOLUNTEER EXPERIENCE**

**05/2024 to Current Guest Service Lead Supervisor,** *Guest Services* - **Water World,** Federal Heights, CO

* 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.

**05/2022 to 9/2023 Guest Service Lead,** *Guest Services* - **Water World,** Federal Heights, CO

* 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.

**07/2021 to 09/2021 Ambassador,** *Guest Services* - **Water World,** Federal Heights, CO

* 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.

**05/2021 to 07/2021 Sales and Entry,** *Guest Services* - **Water World**, Federal Heights, CO

* 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.

**01/2018 to 01/2024 Grade 8 Soccer Referee** - **Colorado Soccer Association**, CO

* 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.

**05/2017 to 08/2017 Pottery Internship***, Volunteer* - **ClayArt Pottery Co-Op,** Louisville, CO

* 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.

**LANGUAGES**

**English: American Sign Language:**

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Native Professional

* Levels 1, 2, 3 taught at Monarch High School

**ACTIVITIES AND HONORS**

**SCHOLARSHIPS & GRANTS**

* CSU Tuition Assistance Grant, CSU, FA 2024
* Colorado Student Grant, CSU, FA 2024
* Federal Pell Grant, CSU, FA 2023 - CURRENT
* College Opportunity Fund, CSU, FA 2022 - CURRENT
* Green and Gold Scholarship, CSU, 2022-2023

**HONORS**

* Member, Monarch’s National Honors Society, 2019 to 2021.
  + Academic Honors Award

2018, 2019, 2020, and 2021