

William Majewski-Wood

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Professional Summary

Customer Service and Hospitality Professional with 10+ years of experience across retail, hotel, and airline industries. Proven leader skilled in team development, customer experience, and process improvement. Recognized for problem-solving, adaptability, and delivering consistent results in fast-paced environments.

Experience

CSR Lead, Walgreens Oversaw daily operations of a 20+ person customer service team Increased customer satisfaction scores by 30% through efficient resolution workflows Trained and mentored 15+ new team members in company service protocols Resolved complex software and POS system issues Developed skills in cash handling, upselling, and inventory analysis	2024 – 2025 Chicago, IL
Night Auditor, Holiday Inn Express Managed night operations at a 150-room hotel, ensuring smooth guest services and accurate financial auditing Scheduled staff, responded to guest concerns, and handled reporting duties Automated reporting tasks, saving over 10 hours per week Improved guest satisfaction scores through attentive service	2018 – 2023 Chicago, IL
Flight Attendant Supervisor, United Airlines Led flight crews and ensured compliance with in-flight service standards Contributed to the development and testing of mobile and web communication tools Participated in code reviews and implemented new features Recognized as youngest flight attendant promoted to supervisor	2014 – 2015 Chicago, IL

Education

B.S. in General Science, University of Notre Dame GPA: 3.76 Starting Linebacker, Football Team	2005 – 2009
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Skills

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| • Team Leadership | • Customer Service |
| • Cash Handling | • Problem Solving |
| • Inventory Management | • Upselling |

Languages

English Fluent	Polish Conversational
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Interests

- Painting
- Digital Marketing
- Dogs
- Entrepreneurship
- Working Out

Achievements

Employee of the Month

Recognized for exceptional team performance

Youngest Flight Attendant Promoted

Advanced through roles to Supervisor

Certifications

- FFA – Aircraft Safety Standard