

MORGAN WARRINGTON

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📍 Calle Halcones, 11
Nazaret, 35539
Lanzarote

PROFILE

Over 15 years excellent customer service and administration experience, working well both as part of a team and individually. Proven record of being confident and motivated in the workplace, with exceptional telephone and face-to-face communication skills. An enthusiastic, hardworking and conscientious individual, who is reliable and honest, and offers full commitment to any and all tasks undertaken. Proficient in all aspects of social media and advertising, highly computer literate, with good knowledge of all Microsoft, Ubraco and SAP applications.

WORK EXPERIENCE

■ 2023 - PRESENT

Travel 4 Baby

Branch Manager

Manager and only employee based in Lanzarote. Responsible for day to day running of the branch, including rotas, cash management, delivery and collection of items, accounts, dealing with face-to-face, email and telephone queries with clients, hotels and holiday rental companies, and ensuring all information was updated to the back end system on a daily basis.

■ 2021 - 2022

St Andrews Bar and Restaurant

Assistant Manager

Responsible for the opening/closing of the premises on a daily basis. Social media management over all platforms, including advertising, dealing with customer queries, arranging large scale events, and liaising with local radio stations and charities. Stock ordering and rotation, arranging staff rotas, hiring of new staff and liaising with legal teams to arrange staff contracts, and also responsible for creating, designing and printing menus, posters and advertisements.

■ 2015 - 2016

Innovation Group, Caerphilly, Wales

Customer Partner

Working within a fast paced office environment for a growing water and drainage company. First point of contact with customers on behalf of large insurance companies. Duties include booking appointments, dealing with complaints and queries, deploying and liaising with engineers, admin, and ensuring that all work adheres to strict insurance regulations

EDUCATION

Sept 2002 – July 2007

Whitchurch high school, cardiff

AS Level Applied Art & Design - BC
6 GCSE's grades A – C, including two A grades in Art & Design and B in Design Technology.

Sept 2009 – July 2011

Coleg Glan Hafren

Nation Diploma in 3D Design – Grade Distinction

Millenium Stadium, Cardiff

NVQ Level 2 Spectator Safety and Crowd Control

SKILLS

- Project Management
- Public Relations
- Complaint Handling
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Critical Thinking

LANGUAGES

- English (Fluent)
- Spanish (basic/conversational)

WORK EXPERIENCE CTD.

2012 - 2015

Millenium Stadium, Cardiff, Wales

Stafety Steward

Responsible for health and safety of all visitors and colleagues at a wide range of events. Often dealing with challenging situations and liaising with police and senior management to ensure that all situations had a positive outcome, whilst earning an NVQ Level 2 in Spectator Safety and Crowd Control.

2013 - 2015

British Gas, Cardiff, Wales

Customer Service - Complaints Department

Dealing with challenging customer complaints on a daily basis, and providing high class customer care within a fast paced call centre environment. Ensuring administration of all customer accounts are up to date at all times. Understanding and resolving complex queries, identifying vulnerable customers and ensuring their needs are being fulfilled, all whilst ensuring that stats and targets are being met at all times to ensure the highest level of efficiency and customer care.

2010 - 2013

Sainsburys Local, Rumney, Cardiff, Wales

Customer Service Assistant

Duties include stock control. cash management, store dressing for special events and high quality customer service at all times. In reward of two 100% mystery shopper rewards within the first 2 months of employment.

2008 - 2010

Three Elms Pub, Whitchurch, Cardiff, Wales

Front of house

Cash handling, exceptional customer service at all times, dealing with challenging situations and implementation of staff training.

2005 - 2010

Village Kitchen and Bar

Waitress/Manager

Started as Saturday help and was promoted to assistant manager within one year of employment, then promoted to manager. Daily duties included stock control, staff rotas, customer service, cash handling, and general day-to-day running of the business.

INTERESTS

Enjoys spending time with family, including 3 sons. Very creative and passionate about art and design, particularly enjoying crafts and drawing, creating signs and accessories for many local bars. Reading a wide range of books for relaxation, and travelling. Always keen to learn new skills and improve knowledge.