

Shiyah Morgan

Toronto, ON

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Professional Summary

Enthusiastic and service-driven professional with a passion for hospitality and creating memorable guest experiences. Known for being attentive, approachable, and composed in fast-paced, high-pressure environments. Brings proven leadership potential, strong communication skills, and a proactive mindset rooted in teamwork and care. Eager to grow in a dynamic, guest-centered role where delivering exceptional service and supporting a high-performing team are top priorities.

Experience

Pet Paradise Ballantyne - Pet Care Associate

Indian Land, SC | June 2024 - August 2024

- Supervised and cared for up to 80 dogs daily, ensuring safety during group play, feeding, and medication routines
- Monitored behavior for signs of stress or illness, communicating concerns effectively to team leads
- Provided personalized care, enrichment, and exercise tailored to each dog's needs and temperament
- Maintained a clean, well-organized environment in both indoor and outdoor areas

Atrium Union Hospital - Intern

Monroe, NC | September 2023 - February 2024

- Assisted with the care of patients by helping with non-medical needs and creating a comfortable environment
- Shadowed doctors and nurses, observing proper patient care and clinical procedures
- Maintained clean, well-stocked examination areas and responded promptly to staff and patient requests
- Practiced professional, compassionate communication with patients and families

Happi Farm - Ranch Hand & Guest Assistant

Davie, FL | June 2023 - August 2023

- Cared for a variety of animals including 14 horses, goats, and cattle; managed daily feeding, grooming, and medical needs
- Delivered personalized care to an injured horse, supporting a full recovery through daily treatment
- Led guest interactions, guided petting zoo tours, and ensured visitor safety during animal activities
- Maintained clean and safe enclosures while monitoring animal well-being

Holy Cross Hospital - Volunteer

Ft. Lauderdale, FL | June 2023 - August 2023

- Provided dependable support to patients and hospital staff in a high-demand healthcare setting
- Shadowed senior staff and hospital leadership to better understand hospital operations and patient care
- Restocked supplies, maintained organized environments, and quickly responded to staff and patient needs
- Developed strong communication and emotional awareness through bedside support and observation

Education

University of Toronto - Toronto, ON | 2024 - Present

Bachelor's Degree (In Progress)

Parkwood High School - Union County, NC | Graduated 2024

-Varsity Athlete (Multiple Sports)

-Football Team Manager