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# Shelby Morris

## Resort Reservation Specialist

### Professional Summary

Resort Reservation Specialist with over a decade of experience in elevating guest satisfaction through innovative booking strategies and empathetic communication. Skilled in optimizing reservation systems and fostering teamwork to ensure seamless guest experiences, leveraging expertise in customer service and problem-solving. Committed to driving guest loyalty and operational efficiency through meticulous attention to detail and collaborative efforts.

### Employment History

#### Resort Reservation Specialist

*Arise contracted with Walt Disney World*

**Dec 2023- Present**

**Remote**

- Manage resort bookings to enhance guest satisfaction and streamline reservation processes.
- Resolve guest inquiries swiftly, boosting overall customer experience.
- Optimize reservation software to ensure booking accuracy and availability.
- Collaborate with teams to improve service delivery and foster a supportive environment.
- Maintain detailed records of reservations, minimizing errors and maximizing satisfaction.
- Maintain meticulous records of reservations and guest preferences. Ensure accuracy in booking details, minimizing errors and enhancing satisfaction.
- Implement creative solutions to streamline reservation processes. Propose and execute new ideas to enhance guest experiences and operational efficiency.
- Manage resort bookings and resolve guest inquiries, enhancing satisfaction and streamlining processes. Optimize software for accuracy and collaborate to improve service delivery.
- Analyze reservation trends and guest feedback to identify areas for improvement. Provide insights to management for strategic decision-making.
- Elevate guest experiences through efficient resort booking management, swiftly resolving inquiries and optimizing reservation processes for seamless stays.

#### Credit Specialist

*Advantage Credit*

**Jan 2022-Sept 2022**

**Remote**

- Analyzed credit reports, correcting errors to improve scores and reduce disputes.
- Collaborated to enhance credit evaluation, boosting efficiency and client satisfaction.
- Resolved complex credit issues, ensuring regulatory compliance and minimizing disputes.
- Educated clients on credit management for informed decisions and better outcomes.
- Conducted in-depth credit report analyses, identifying critical discrepancies and implementing precise corrections to enhance client credit profiles.
- Partnered with cross-functional teams to optimize credit evaluation processes, resulting in improved operational efficiency and heightened client satisfaction.
- Developed creative solutions for complex credit issues, ensuring regulatory compliance while minimizing client disputes and fostering positive outcomes.
- Provided comprehensive credit management education to clients, empowering them to make informed financial decisions and achieve long-term stability.

**Mortgage Closing Coordinator**  
***Inspire Closing Services***

**Dec 2020- May 2021**  
**Remote**

- Coordinated mortgage closings, ensuring compliance and accuracy for seamless transactions.
- Facilitated effective communication between borrowers, lenders, and title companies.
- Prepared and reviewed documents, addressing inquiries to enhance client satisfaction.
- Managed loan documentation, improving record accuracy and customer experience.
- Resolved issues efficiently, delivering tailored solutions for improved client outcomes.
- Fostered strong relationships with lenders and title companies, facilitating smoother transactions and resolving complex issues promptly.
- Streamlined mortgage closing processes, enhancing compliance and accuracy while optimizing communication between stakeholders for seamless transactions.
- Improved loan documentation management, significantly enhancing record accuracy and elevating overall customer experience in mortgage closings.

**Loan Closer And Mortgage Support Assistant**  
***Zillion Technologies contracted with Navy Federal Credit Union***

**Aug 2019- May 2020**  
**Remote**

- Facilitated accurate loan closings, ensuring legal compliance and client satisfaction.
- Supported senior credit officers in efficiently processing complex loan applications.
- Managed and improved loan applicant database for faster data retrieval and accuracy.
- Built strong relationships with realtors and builders, expanding referral network.
- Streamlined loan processing using Empower, Unifi, and LendingQB systems.
- Meticulously verified mortgage document accuracy and maintained loan applicant database, minimizing errors and ensuring compliance with lending regulations.
- Coordinated effectively with processors, loan officers, and external partners, facilitating smooth communication and expediting loan processing timelines.
- Leveraged expertise in loan automation systems like Empower and LendingQB to optimize workflow efficiency and enhance overall loan processing capabilities.
- Optimized loan processing efficiency through expert use of Empower, Unifi, and LendingQB systems, enhancing overall mortgage operations.

**Call Center**  
***Alorica Contract with Verizon Wireless***

**Jan 2019-Aug 2019**  
**Pensacola, FL**

- Documented customer feedback to enhance service quality and database accuracy.
- Processed account forms with high precision and efficiency.
- Consistently met call benchmarks, boosting customer satisfaction.
- Assessed customer issues, delivering effective solutions promptly.
- Resolved complaints efficiently, providing knowledgeable service.
- Partnered with cross-functional teams to resolve complex customer issues, ensuring seamless communication between departments and improved resolution times.
- Developed creative solutions for recurring customer problems, contributing to a notable decrease in repeat calls and increased first-call resolution rates.
- Maintained meticulous records of customer interactions, facilitating efficient follow-ups and contributing to continuous improvement of service protocols.
- Streamlined customer issue resolution, boosting first-call resolution rates and reducing repeat calls, enhancing overall service efficiency.

**Lead Pharmacy Technician**  
**Publix Pharmacy**

**Oct 2014- Dec 2018**  
**Pace, FL and Pensacola, FL**

- Guided customers on promotions, driving sales growth and satisfaction.
- Resolved customer issues, ensuring high satisfaction consistently.
- Collaborated with team to enhance efficiency in sales and service.
- Managed pharmacy inventory, maintaining accuracy in purchasing and receiving.
- Translated for Spanish-speaking clients, improving communication and care.
- Fostered team synergy, sharing best practices to improve store efficiency. Partnered with Pharmacy Care Representatives to deliver exceptional patient services.
- Ensured compliance with federal laws and state regulations. Meticulously managed drug inventory, purchasing, and receiving processes.
- Provided bilingual support, translating pharmacy communications for Spanish-speaking customers. Resolved patient complaints professionally, prioritizing satisfaction.
- Developed comprehensive clinical pharmacy services, enhancing pharmaceutical care. Streamlined customer service processes, improving overall pharmacy efficiency.
- Optimized pharmacy inventory management, enhancing accuracy in purchasing and receiving processes for improved operational efficiency.

**Education**

Business Associate Present  
Pensacola State College Milton, FL

Pharmacy Technician 2013  
Locklin Technical Center Milton, FL

High School Diploma 2012  
Milton High School Milton, FL

**Skills**

Customer Service (Experienced), Team Management (Experienced), Problem-solving (Skillful), Time Management (Skillful), Research (Experienced), Research (Experienced), Mortgage Processing (Experienced), Loan Closing (Expert), Pharmacy (Expert), Data Entry (Expert), Inventory Management (Expert), Spanish (Beginner).

**Languages**

English (Native), Spanish (Novice).

**References**

Gary Bradley, Publix Pharmacy ([rxcarib@aol.com](mailto:rxcarib@aol.com) , 850-686-6817), Dr. Anthena Amos Pensacola State College (850-292-7069), Melissa Tingstrom (850-463-8290).

**Additional Information**

- Placed 3rd in the region and 4th in the state for Customer Service in Skills USA
- Active in SGA at Pensacola State College for 3 years
- Active in International Thespian Society for 9 years
- In School board for 2 years in High School
- Certificate from the USAF for volunteering at Eglin
- Girl Scout Gold Award Cadette
- 4 Gold Stars Senior Girl Scout