

# Olivia Morgan

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**Aspiring communications professional, greatly skilled in customer service, multi-tasking, time & office management**

## Education:

- Towson University, Towson, MD December 2022  
Bachelor of Science in Communication Studies GPA: 3.7  
\*Member of the National Society of Leadership and Success (NSLS)

## Work Experience:

HWK Law Group, LLC. Lutherville, MD October 2023- Present

*Client Services Coordinator*

- Organizing conference room calendar.
- Take and keep track of all office inventory items on excel.
- Research networking events for the business developers to seek out new clients for the company

Hampden Yards, Baltimore, MD

May 2023- Present

*Bartender*

- Educated & assisted customers patiently of newer QR style of ordering.
- Memorized unique collection of cocktails & beers for guest to try.
- Maintained customer satisfaction through minimizing any questions, concerns or comments about allergies/preferences.

World of Beer, Towson, MD

May 2022 – October 2023

*Bartender/Server*

- Memorized an extensive collection of beers to recommend based upon guest preferences.
- Maintained communicative environment amongst team to ensure business efficiency.
- Ensured customer satisfaction through brand knowledge and friendly by being friendly, positive interactions with guest.

The Brass Tap, Towson, MD

September 2020- February 2022

*Server*

- Functioned as an essential member of the FOH team providing quality customer service to guest.
- Handled all interactions with both guest and fellow staff calmly and efficiently.
- Memorized local & non local breweries for guest to try menu items from

The Iron Rooster, Huntvalley, MD

May 2017- March 2020

*Server & Host*

- Managed front of house atmosphere through meticulous attention to detail to ensure the best experience for guest.

