**[Front Desk Customer Service](https://www.postjobfree.com/resume/ad0ur9/front-desk-customer-virginia-beach-va)**

**Location:**Virginia Beach, VA

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**Contact Info:**

[kenroy.morris@gmail.com](mailto:kenroy.morris%40gmail.com?subject=Front%20Desk%20Customer%20Service)

[929-372-2565](tel:+1-929-372-2565)

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**Resume:**

Kenroy Morris

Virginia Beach, Virginia, United States

kenroy.morris@gmail.com 929-372-2565

linkedin.com/in/kenroy-morris-76611b238

Summary

Taking control of any situation and possessing excellent organizational skills come naturally to me. In my teenage years, though I was the youngest among my siblings, I ensured they were skillfully certified in various career fields. Later, I worked as a front desk supervisor, where I created an enjoyable, well-organized work environment. Whether it’s working in hospitality or healthcare, I organize and demonstrate outstanding leadership qualities. And what better place to showcase my latent than at businesses where people’s lives depend on it? Hence, it is my vision to excel in health services management. Also, I possess solid communication skills, am well-organized, and am excellent at directing and planning.

Experience

IN-Home / Care Coordinator

CHARIS SUPPORT SERVICES, INC

May 2023 - Sep 2023 (5 months)

Overseeing daily operations of In-Home individual activities and services. Performing administrative duties ensuring proper data management, organization and communication with stakeholders. Military

US Army

Sep 2018 - Feb 2022 (3 years 6 months)

President’s Volunteer Service Award

Care Manager/Medication Aide

Bethesda Gardens Assisted Living and Memory Care

May 2018 - Sep 2018 (5 months)

Valet Attendant

The Broadmoor

Jun 2016 - May 2017 (1 year)

Concierge

Marriott International

Apr 2015 - Jun 2016 (1 year 3 months)

Front Office Supervisor/Acting Manager

Iberostar Grand Resort and Spa Rose Hall

Jan 2009 - Jan 2015 (6 years 1 month)

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Night Auditor

El Greco Hotel

Feb 2004 - Jan 2009 (5 years)

Education

Southern New Hampshire University

Master of Business Administration - MBA, with conc in Healthcare Management 2022 - 2024

University of Maryland Global Campus

Bachelor of Science - BS, Health Services Management May 2019 - Dec 2022

Ashworth College

Diploma of Education, Computer Repairs and Services Ashworth College

Diploma of Education, Medical Reception/Receptionist Altierus Career College

Diploma of Education, Medical/Clinical Assistant

The University of the West Indies

Certification, Labor and Industrial Relations

The University of the West Indies

Certification, Supervisory Management

Licenses & Certifications

PERSON CENTERED TRAINING CERTIFICATE - Virginia Commonwealth University Skills

Customer Service Management • Contact Centers • Customer Service Representatives • Customer Support • Phone Etiquette • Professional Communication • Skilled Multi-tasker • Interpersonal Skills • Performance Management • Analytical Skills

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