

# Megan Gorsha

*Frontend Developer*

## SUMMARY

Customer service professional with 11+ years of experience in high volume call center & face-to-face settings. Proven ability to resolve complex issues, de-escalate conflict, & build lasting relationships. Skilled in multitasking, team support/training, & delivering empathetic solutions focused service. Seeking to bring efficiency, strong problem-solving skills, & creativity to a dynamic team.

## CONTACT

218 404 5456

megangorsha1995@hotmail.com

701 16<sup>th</sup> St N. Virginia, MN 55792

<https://megangorshaportfolio.work>

## EDUCATION

- ✓ Highschool Diploma  
East Range Academy of  
Technology & Science  
Eveleth, MN  
Class of 2013
- ✓ FES Institute  
Frontend Developer  
Remote  
2025 - Current

## Skills

### ❖ Core Professional

- ◆ Reliable, Honest, High Integrity Work Ethic
- ◆ Punctual, Organized, Dependable
- ◆ Consistent, Accurate, Detail-Oriented
- ◆ Strong Time Management & Task Prioritization
- ◆ Efficient, Adaptable, Receptive to Feedback
- ◆ Works effectively in both Independent & Team settings

### ❖ Communication & Interpersonal

- ◆ Proficient English Language
- ◆ Friendly, Empathetic
- ◆ Observant, Professional
- ◆ Clear Effective Written & Verbal Communication

### ❖ Analytical & Creative

- ◆ Skilled Grammar, Mathematics
- ◆ Creative, Innovative, Artistic
- ◆ Expert Problem Solving with a Practical, Detail focused approach

### ❖ Technical

- ◆ Adept Typing & Computer Literacy
- ◆ Microsoft Office Suites (Word, Excel, etc.)
- ◆ Communication: Teams, Zoom, Skype, Discord
- ◆ Design Tools: Canva, Adobe Fresco
- ◆ Social media: Facebook, Instagram, TikTok, Snapchat, Pinterest, YouTube, Twitter, etc.



---

## Experience

- ❖ **Jan 2025 – May 2026 ~ Medical Leave**
  - ◆ Completed cancer treatment, fully cleared & ready to work
- ❖ **Feb 2025 – Apr 2025 ~ Social Media Influencer – Noise - Remote**
  - ◆ Promote brands by creating engaging, viral content for Instagram & TikTok
- ❖ **Jul 2023 – Jan 2025 ~ Blue Ride Member Experience Advocate – BCBSMN - Remote**
  - ◆ Deliver exceptional customer service by handling high-volume inbound calls to coordinate medical transportation while ensuring regulation compliance
  - ◆ Build rapport, identify member needs, de-escalate concerns, & provide accurate, empathetic solutions to enhance satisfaction & customer retention
- ❖ **Jul 2018 – Jun 2023 ~ Bartender – Tommy’s Rainy Lake Saloon – Virginia MN**
  - ◆ Provide high-quality service in a fast-paced environment by preparing cocktails & food, processing transactions, & managing gaming sales simultaneously
  - ◆ Multitask efficiently under pressure while maintaining a safe, clean space, building customer loyalty, & de-escalating conflicts with professionalism & care
- ❖ **Apr 2016 – Jun 2018 ~ Customer Experience Supervisor – Delta Air Lines – Chisholm MN**
  - ◆ Provide advanced customer support by handling escalations, granting policy exceptions, & resolving complex issues to maintain customer loyalty while protecting business revenue
  - ◆ Assist frontline agents with systems & procedures, ensure compliance with regulations
  - ◆ Deliver empathetic, efficient service across inbound, outbound, & overflow channels
- ❖ **Jul 2014 – Apr 2016 ~ Premium Sales & Service – Delta Air Lines – Chisholm MN**
  - ◆ Handle high-value customer inquiries, explaining products/benefits & resolving conflicts to strengthen loyalty
  - ◆ Provide mentorship to new/struggling agents while maintaining high service standards
- ❖ **Jan 2014 – Jul 2014 ~ Skymiles Sales & Service – Delta Air Lines – Chisholm MN**
  - ◆ Handle inbound customer calls by providing product info, resolving issues, driving revenue through upselling techniques while promoting loyalty programs
  - ◆ Deliver empathetic service with efficient call routing, adherence to all privacy & regulatory compliance standards including PCI & confidential data protection
- ❖ **Aug 2013 – Jan 2014 ~ Sales Associate/Department Coordinator – Dunham’s Sports – Virginia MN**
  - ◆ Provide customer service in a face-to-face setting performing cashier duties, handling in-store & phone inquiries, offering detailed product recommendations, & directing customers to appropriate departments
  - ◆ Support store operations through stocking, inventory, displays, & signage organization while assisting management as needed
  - ◆ Train new hires to ensure smooth operations & team performance
- ❖ **Aug 2013 – Nov 2013 ~ Sales Associate – Holiday Station Stores – Virginia MN**
  - ◆ Cashier, stocking/inventory, general service, janitorial duties

