

Marcos Vinicius Aycox
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Citizenship: *Permanent Resident*

Special Hiring Authority: (EO) 13832 “*Enhancing Noncompetitive Civil Service Appointments of Military Spouses*”

Objective: To obtain a position that continues service to the Veterans of The United States by utilizing a professional skillset acquired by education and experience.

Skills Summary:

Customer Service:

Results-driven, entrepreneurial-minded individual with eight years of experience in the customer service sector. Worked amongst teams of five to twenty people where different skill sets were required to accomplish each job’s demand, including but not limited to:

- Listening and responding to customers’ expectations while relaying unresolved, complex issues to a manager.
- Offering managerial assistance with new product ideas and customer-conflict resolution.
- Training new team members into the business culture while performing onboarding duties, providing them with the job’s expectations, and working as a liaison to the team’s manager.
- Performing as the face of the company through face-to-face interactions, email correspondence, and Microsoft Teams with customers.
- Taking ownership of company errors while attempting to resolve any customer complaints to ensure that each individual receives quality and personalized interaction; this distinctive approach keeps issues from escalating.

Analytics:

Trained to create high-quality business proposals, Excel spreadsheets, PowerPoint presentations, and corporate strategies such as cross-border operations, environmental/cultural assessments, and risk evaluations to determine the next course of business. Detail-oriented when writing in any capacity, focusing on delivering the message regardless of the addressee’s background so that any individual can comprehend written content. Experienced in providing thorough examinations and feedback from face-to-face and online meetings to offer practical tools for improving a team or sector. Skilled in applying client-centered research into proper written analysis to contribute to a business’s personal and general performance. Confident with reviewing complex data to identify trends that might impact customer relationships; once recognized, strategically proposes solid countermeasures to mitigate problem areas.

Strategic Communications:

Qualified to evaluate and assess threat levels on a given scenario in such a manner that allows for the writing of a legal document presented on the Federal level – documents that assist the Federal Aviation Administration (FAA) in making crucial decisions that affect the safety and well-being of thousands. Experience in producing strategic documents based on extensive academic research to help evaluate new market entry strategies and business expansions across the globe. Ability to use different analysis forms and communicate results to various audiences – including senior government executives and business leaders. Possesses the capacity to successfully communicate to audiences from diverse educational, economic, and cultural backgrounds, making complex

issues readily understandable.

Employment History:

The Fulcrum Conglomerate Senior Business Consultant May 2022 – Present

Provides business development services to contracted clients, specializing in Customer Service, Human Resources, Marketing, and Corporate Strategy.

- Creates high-quality business proposals.
- Develops executive-level presentations.
- Provides business analysis reports, analyzing trends and customer service queries.

JetBlue Airways Inflight Crewmember September 2021 – Present

Identifies documents, analyzes issues, and promptly reports findings to senior leadership. Communicates complex equipment-functionality to customers to ensure compliance with Federal Regulations. Uses high-level negotiation skills to manage interpersonal differences that may arise while aboard the aircraft.

- Selected for a management trainee position within a year of employment.
- Analyzes and evaluates threats to ensure the safety of passengers, employees, and ground personnel.
- Documents and testifies to any and all legal queries regarding inflight discrepancies.

Marriott International Guest Experience Expert May 2021 – Present

Provides immediate support to the Front Desk staff management regarding conflict resolution, business trends, and performance expectations. In addition, provides training to junior employees on customer service, the use of empathy when dealing with high-tiered customers' concerns, how to operate corporate systems, and identifying IT coding to access company folders and sensitive information.

- Requested to remain on staff by the hotel's General Manager following an attempt to resign to ensure the Front Desk team continues to utilize exemplary training and customer experience.
- Uses multilingual skillset to relay concerns and suggestions to management in an appropriate tone.
- Strategically placed in the members-only assistance lane by senior management to represent Marriott when greeting and aiding returning customers who may require personalized treatment when necessary.

Walt Disney World Bell Services Dispatcher May 2019 – February 2020

Provided daily oversight of logistical operations from sister resorts, Disney Cruise Line, and Orlando International Airport (MCO). Managed a team of six-ten individuals, ensuring timely

delivery and customer satisfaction, and addressed all complaints from international customers. Maintained compliance in the corporate database that contained sensitive Disney information.

The University of Southern Mississippi
International Ambassador
August 2015 – May 2019

Served as the customer service representative for the University's International Student and Scholar Services Office, receiving daily correspondence from past, current, and prospective students. Processed sensitive information for new incoming students to ensure compliance when filing for required Federal documentation. Directed internal communication on behalf of the Director of Operations to minimize discrepancies in the school's database.

Education:

National University – Master's of Business Administration (MBA): International Business

The University of Southern Mississippi – Bachelor of Music (BM): Performance-Voice