

# Chase L. Morgan

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## EDUCATION

- 2013-2015 **MARRIOTT SCHOOL OF MANAGEMENT** Provo, UT  
**BRIGHAM YOUNG UNIVERSITY**  
MBA Candidate, April 2015, Marketing
- Member of MBA Marketing Association learning marketing principles and application from experts
  - Sectional leadership council member providing forum and activities for students
- 2010 **BRIGHAM YOUNG UNIVERSITY** Provo, UT  
Bachelor of Science, Construction Management, Minor: Business Management
- 3rd Place Team, 2010 Associated Schools of Construction Commercial Competition in Reno, NV
  - VP of Cougar United (student sports fan club) – Increased membership by 300%

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## EXPERIENCE

- 2011-2013 **COMPLETE MERCHANT SOLUTIONS** (\$31 million revenue, 25+ employees, 3,000+ merchants) Orem, UT  
**Customer Support Manager**  
Managed 5 support representatives to resolve all customer account issues and increase customer satisfaction
- Led the customer support department as company revenues grew from \$2.5M - \$31M
  - Decreased staffing 60% as accounts increased 200%+ by creating processes to improve department efficiency
  - Implemented CRM system to track 5,000+ merchants which organized customer data & relations company-wide
  - Identified trends & future staffing needs using statistical tracking of calls by creating & implementing new system
  - Drove the 150% increase in merchants using mobile payment product through marketing campaign creation
- 2009-2010 **GLOBAL STONE INC** (\$5 million revenue, < 10 office employees) Orem, UT  
**Project Coordinator**  
Prepared bid proposals and managed procurement for commercial construction projects
- Secured a \$1 million bid for the stone and tile at premier City Creek development in Salt Lake City
  - Prepared and submitted over 35 bid proposals for projects worth up to \$1.5 million
  - Met high quality specifications & delivery deadlines for \$100,000 of material from China and Philippines
  - Used root cause analysis to meet material specs & reduce scrap 15% by revising fabrication processing steps
  - Managed relationship with general contractor and architect for profitable completion of \$350,000 project
- 2007 **CRESTVIEW CALVES INC** (\$20 million revenue, 100 employees) Hazelton, ID  
**Farm Laborer**  
Assisted with calf medication, compost management, and pest control on 400 acre, 25,000 head feedlot
- Ensured profitable crops by overseeing the irrigation of 150 acres of pasture and farm land
  - Protected \$7 million of cattle investment by constructing 50 corral shelters
  - Created \$150k in additional revenue by efficient management of waste composting operations
- 2004-2006 **THE CHURCH OF JESUS CHRIST OF LATTER-DAY SAINTS** (15 million members) Merida, Mexico  
**Volunteer Representative** (70+ hrs/week in service and public relations)  
Interacted with families and directed local groups while providing community and humanitarian service
- Chosen to manage and lead a geographic region comprised of 18-24 representatives
  - Trained and directed representatives in areas of communication and administration
  - Used project management methods to meet goals through intermediate milestones and resource allocation

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## PERSONAL

- Fluent in Spanish – speak, read, write
- Drove tractors, loaders, four-wheelers, and motorcycles while growing up on an Idaho farm
- Love sports - Attended ballparks, stadiums, and arenas all over the U.S.
- Eagle Scout