

# Travis Munson

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## PROFESSIONAL SUMMARY

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Passionate customer experience specialist with an extensive background in world-class leading brands. Experience with providing escalated guest service, developing effective communication tools, and driving sales of the world's first all-electric luxury vehicle. An exceptional results-driven leader seeking a challenging and rewarding role with opportunities for professional growth.

## EDUCATION

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Southern New Hampshire University July 2018  
**Bachelor of Arts in Communications**

Valencia College May 2014  
**Associate of Arts in General Studies**

## EXPERIENCE

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### Customer Experience Specialist

Tesla, Inc. – Orlando, FL June 2016 - Present

- Educate and excite customers on Tesla's mission of sustainable energy by capturing customer contact information, conducting personalized test drives, and managing prospect engagement using Salesforce.
- Overcome all customer objections by demonstrating strong communication skills to better understand the needs and wants of each individual, resulting in over \$2 million influenced vehicle sales within 4 months.
- Manage additional responsibilities such as daily metric reporting, maintaining efficient facility operations, and tracking vehicle inventory by developing new communication platforms and partnering with various internal teams.

### Service Specialist

Apple, Inc. – Orlando, FL September 2015 - June 2016

- Provide software and hardware support by performing diagnostics on various products using advanced technical skills and demonstrating strong customer empathy during every personal interaction.
- Partner with multiple in-store teams such as inventory specialists, repair technicians, and back-of-house leads on labeling, organizing, and stocking hundreds of unique Apple parts and products.
- Assist excited enthusiasts and new Apple owners with configuring their latest MacBook, iPhone, Apple Watch and other products by demonstrating extensive product knowledge and customer service skills.

### Park Operations Trainer and Coordinator

Walt Disney World Resort – Orlando, FL June 2012 – July 2015

- Coordinate, train, and mentor a team of Cast Members by demonstrating exceptional leadership skills focused on delivering Disney's Four Keys of Guest Service: safety, courtesy, show, and efficiency.
- Develop and revise internal documentation such as global operating guides, training manuals, and area communication strategies by showcasing extensive knowledge of company history, policies, and procedures.
- Provide operational insights regarding critical system issues to various project teams during the rollout of *Disney's MyMagic+*, *Disney's FastPass+*, and the re-launch of *Test Track Presented by Chevrolet* at Epcot.