
MARLEE HAZELTON

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PROFESSIONAL SUMMARY

With five years of experience in customer service, and extensive retail and sales expertise, I have honed my skills in problem-solving and relationship-building. My background includes managing accounts, exceeding sales targets, and engaging with customers across multiple channels. I am dedicated to helping others achieve their goals by leveraging my sales acumen and customer service instincts. My commitment to delivering exceptional customer and employee experiences motivates me to go above and beyond consistently.

WORK HISTORY

11/2018 - Current - Guest Experience & Community Lead

Lululemon Athletica - Calabasas, CA & Santa Monica, CA

- Oversaw interviews, ensuring that staff resumes met the required experience.
- Delivered feedback to appropriate teams with mindfulness and efficiency.
- Oversaw store operations, optimizing staff coordination and schedule management.
- Enhanced guest engagement and retention, addressing issues and boosting participation.
- Fostered a welcoming environment, swiftly resolving conflicts to maintain energy.
- Delivered exceptional service in fast-paced environments with a positive attitude.

08/2023 - Current - Mediator

Conflict Resolution Institute - Ventura County

- Completed 51 hours of conflict resolution training to resolve issues promptly.
- Mediated small claims court cases to achieve fair settlements and satisfy all parties.
- Actively listened to clients and resolved conflicts efficiently, ensuring positive outcomes.
- Became comfortable with handling uncomfortable disputes and finding solutions.
- Conducted intake processes, ensuring accurate documentation and case management.

08/20-10/22 - Event Coordinator / Manager

Infused Karma - Los Angeles, CA

- Managed vendor relationships, communicating updates and tracking offers.
- Designed immersive events that boosted client satisfaction and enhanced brand identity.
- Managed staff requirements ensuring paperwork was completed in a timely manner.
- Coordinated internal events, tracking employee progress and milestones.
- Completed employee onboarding and training processes thoroughly.
- Promoted events on social media to drive engagement and gather market feedback.

EDUCATION

- **CALIFORNIA STATE UNIVERSITY, CHANNEL ISLANDS** Camarillo, CA
 - B.A., Communication Studies, May 2024
 - Cum Laude & Dean's List (Cumulative GPA: 4.0)
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SKILLS

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|-----------------------|-----------------------|--------------------|
| ● Microsoft Suite | ● Database | ● Adaptive Learner |
| ● KPI Reports | ● Management | ● Scheduling |
| ● Conflict Resolution | ● Roster coordination | ● Multitasker |
| ● Onboarding | ● Customer-focused | ● Resourceful |
| ● Crisis Aversion | ● Coaching | ● Operations |