




William Murphy



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 wmurphy.ca

Summary

William has a strong work ethic and a love for animation, and is always eager to expand his knowledge.

Dynamic professional with a strong work ethic and a proactive attitude, experienced in enhancing guest satisfaction and exceeding expectations. Proven ability to train staff effectively and resolve issues promptly, leveraging excellent multitasking and problem-solving skills to optimize operations and improve consistency.

Software Proficiency



Harmony



Work Experience

Concierge, Compass Group, Eurest

Ottawa, ON | March 2022 - September 2023

- Trained new staff on customer service protocols, enhancing team performance and service consistency.
- Assisted guests with special needs or requests, demonstrating empathy and understanding in every interaction.
- Maximized guest satisfaction by promptly addressing concerns and resolving issues.

Assistant Manager, Tim Hortons

Ottawa, ON | May 2017 - March 2022

- Collaborated with management to optimize workflows and improve overall operational efficiency.
- Assisted in training team members on operational procedures and customer service standards.
- Improved customer satisfaction by addressing and resolving complaints promptly.

Education

Animation Diploma Algonquin College

Ottawa, ON | 2026

Skills

- Highly adaptable
- Strong work ethic
- Effective problem solving
- Excellent multitasking
- Proactive attitude
- Team player mentality