

MAKAYLA NEWELL

Sumter, SC

OBJECTIVE

Enthusiastic professional with experience in student engagement, program management, and higher education operations, seeking a role where I can support individuals, foster growth, and contribute to organizational success through exceptional service and guidance

CONTACT

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SKILLS

- Customer Service
- Community Outreach
- Microsoft Office Suite
- CRM; Banner
- Notary of South Carolina

EXPERIENCE

USC SUMTER

Bookstore Assistant

2024 - present

- Supported the bookstore manager in daily operations and achieving strategic goals for the USC Sumter Bookstore.
- Assisted with textbook procurement, including processing faculty requests, placing accurate orders, and ensuring timely student access.
- Collaborated on merchandise selection and planning, contributing to the development of appealing inventory for the campus community.
- Established and managed the bookstore's Brand Ambassador Program, recruiting and mentoring student ambassadors to promote the store.
- Created and managed content for the bookstore's social media accounts, increasing engagement and visibility among students and staff.
- Provided exceptional customer service by addressing textbooks, merchandise, and general inquiries from students, faculty, and staff.
- Coordinated with vendors and campus departments to ensure efficient operations and timely inventory management.
- Initiated creative ideas to enhance the bookstore's presence on campus, including promotional events and community engagement activities.
- Contributed to the bookstore's growth and success through dedication, creativity, and collaboration.

POWERS PROPERTIES

Assistant Manager/Office Assistant

2023– 2024

- Served as an Office Assistant in the leasing office, ensuring efficient operations and exceptional customer service.
- Responded to inquiries, scheduled property tours, and managed lease agreement processing with accuracy.
- Performed administrative tasks, including managing phone calls, emails, and office correspondence.
- Coordinated appointments and meetings to support seamless office scheduling.
- Provided outstanding customer service by addressing inquiries from residents and prospective tenants.
- Assisted with move-in and move-out processes, ensuring smooth transitions for residents.
- Built and nurtured positive relationships with team members, vendors, and residents.
- Identified and resolved issues proactively, showcasing strong problem-solving abilities.
- Adapted to changing priorities, contributing to a productive and collaborative office environment.

GEDDINGS LAW FIRM

Senior Paralegal

2020– 2022

- Served as the Senior Paralegal at the firm, independently managing legal tasks for real estate, probate, and other cases.
- Conducted legal research and prepared essential documents for real estate transactions, probate cases, and other legal matters.
- Managed all aspects of casework, often operating as the sole paralegal, ensuring seamless operations and client satisfaction.
- Scheduled and coordinated meetings, depositions, and conferences with attorneys, clients, witnesses, and prospective clients.
- Assisted with drafting and reviewing legal documents, including contracts, wills, deeds, and court filings.
- Handled administrative tasks such as managing case files, maintaining the firm's master calendar, and answering client inquiries.
- Ran errands essential to case progression, including courthouse filings and retrieving necessary documentation.
- Demonstrated exceptional organizational skills, managing multiple priorities and maintaining high attention to detail under tight deadlines.
- Played a critical role in maintaining client relationships and ensuring the firm's success during high-pressure periods.

USC SUMTER

Work Study in Financial Aid

2016 - 2018

- Assisted students in understanding financial aid requirements and ensuring submission of necessary documents.
- Updated and maintained student profiles in the campus CRM system (banner) for accurate record-keeping.
- Organized and filed financial aid documents to ensure compliance and easy access.
- Scheduled appointments for financial aid advisors and managed the office calendar.
- Responded to student inquiries via phone, email, and in person, providing excellent customer service.
- Maintained confidentiality and safeguarded sensitive student information.
- Contributed to a supportive and efficient financial aid office environment.

EDUCATION

UNIVERSITY OF SOUTH CAROLINA-SUMTER

Associates of Arts, Leadership Distinction

2016 – 2018

UNIVERSITY OF SOUTH CAROLINA

Bachelor of Arts in Organizational Leadership

2022 – 2024

VOLUNTEER

USC SUMTER

Student Ambassador

2016 – 2018

- Represented USC Sumter as a knowledgeable and enthusiastic Student Ambassador.
- Provided campus tours to prospective students and their families, highlighting academic programs and campus resources.
- Assisted with on-campus events such as Campus Day, orientation, and student recruitment initiatives.
- Shared personal experiences and insights to help prospective students feel welcomed and informed.
- Answered questions about campus life, admissions, and academic opportunities with professionalism and accuracy.
- Collaborated with admissions staff to support recruitment efforts and outreach programs.
- Fostered positive relationships with prospective students, families, and campus visitors.
- Promoted USC Sumter's values and opportunities both on-campus and in the community.
- Contributed to a positive and engaging first impression of the university.

LYNCHES RIVER COUNTY PARK

Volunteer Of the Year

2015 – 2017

- Volunteered at Lynches River County Park, dedicating time to support park operations and community programs.
- Served as the primary animal handler, educating visitors on wildlife care and conservation through hands-on demonstrations.
- Took a lead role in planning and executing events, including the park's Fall Jamboree, ensuring successful and engaging experiences for the community.
- Oversaw volunteer activities, mentoring teens to develop leadership skills and knowledge as future park rangers.
- Assisted with educational programs and events to engage visitors and promote environmental awareness.
- Worked collaboratively with park staff to ensure smooth operations and an exceptional visitor experience.
- Took initiative in coordinating tasks, demonstrating strong organizational and leadership skills.
- Earned the **Volunteer of the Year** award after only one year of service, recognizing outstanding contributions and commitment to the park's mission.
- Fostered a welcoming and educational environment for park guests and fellow volunteers.

SUMTER LITTER ALLIANCE

Social Media Intern

2017 – 2018

- Led the branding and marketing efforts for the Sumter Litter Alliance's first-ever Community Clean-Up Day, creating a cohesive campaign to increase participation and community awareness.
- Designed promotional materials, including flyers, social media graphics, and event signage, to establish a strong visual identity for the event.
- Managed the organization's social media platforms, increasing engagement and building community support for the clean-up initiative.
- Coordinated with local businesses and community leaders to promote the event and secure sponsorships.
- Assisted in event planning and logistics, ensuring a successful turnout and positive community impact.

USC SUMTER ESPORTS

Social Media Intern

2016 – 2018

- Managed social media content to increase the team's visibility and engagement, ensuring a consistent and professional online presence.
- Highlighted team members through small feature articles, showcasing individual achievements and fostering a sense of community.
- Coordinated photo opportunities to capture key events and milestones, providing engaging visuals for social media and promotional materials.
- Monitored social media trends and engagement metrics, optimizing content to improve reach and audience interaction.
- Engaged with followers by responding to comments, promoting team achievements, and creating a welcoming online community.