

# Taj Maddox

McDonough, GA

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## EDUCATION

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**Georgia State university | College of Arts & Sciences**

**Atlanta, GA**

*Bachelor of Arts Psychology*

*December 2022*

- **Relevant Coursework:** Human Communication, Interpersonal Communication Skills, Diversity and Human Relations, & Interpersonal Behavior
- **Awards/Honors:** Dean's List Summer 2020

## WORK EXPERIENCE

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**U-Haul**

**Atlanta, GA**

*Customer Service Agent*

*Oct 2021 - Jan 2022*

- Answered an average of 13 calls per hour & completed reservations with a closing ratio of 34%.
- Encountered over 35 incoming calls per day assisting payments, resolving complaints, and booking reservations in a friendly and efficient manner.
- Exceeded the team expectations for incoming calls, reservations, and adherence percentage.

**Sweet Stack Creamery**

**Atlanta, GA**

*Server*

*Aug 2021 - Oct 2021*

- Prepared custom orders in a sufficient time
- Handled all truck deliveries and organized store product
- Maintained cleanliness and social distancing practices

**Nanny**

**McDonough, GA**

*The Robinson Family*

*May 2020 - July 2020*

- Carefully followed the parents instructions regarding their daughter's schedule
- Planned activities to implement physical activity and education
- Executed light house cleaning, such as laundry and tidying

## LEADERSHIP EXPERIENCE & ACTIVITIES

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**College Girls Rock**

**Atlanta, GA**

*Member*

*Aug 2019 - Aug 2020*

- Built relationships with women of all cultural backgrounds
- Volunteered in campus clean-ups, mentorship activities, and charity

**Beyond Beauty GSU**

**Atlanta, GA**

*Member*

*Aug 2019 - Aug 2020*

- Built interpersonal relationships with other women on campus and myself
- Experienced mentorship and learned self care tips by connecting through activities and meetings

## SKILLS & INTERESTS

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**Skills:** Adaptability, Confidentiality, Customer Relations, Emotional Intelligence, Honesty, Microsoft Office (Excel, Word, PowerPoint), Organization Skills & Problem Solving

**Interests:** Food, Higher Education, Reading, Travel & Walks in the Park