

Makayla Smith

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CUSTOMER SERVICE

PROBLEM RESOLUTION | ACTIVE LISTENING | DETAIL ORIENTED

Undergraduate psychology major seeking work that exercises my strengths in interpersonal communication. Experienced working with people, positions ranging from care aid to customer service. Able to easily adjust to new work environments and stay calm under pressure. Proficient in Microsoft Office and Excel.

WORK EXPERIENCE

Dollar General - *Bourbon, MO*

August 2021- (current)

LEAD SALES ASSOCIATE/SALES ASSOCIATE

Register duties, opening and closing the store, problem solving sales associate and customer needs/problems, upselling, retail merchandising, promoting sales, stocking merchandise

- Recognition star for continually covering shifts
- Promoted for work ethic and reliability
- Great customer reviews

Developmental Services of Franklin County - *Sullivan, MO*

October 2015- February 2016

DIRECT SUPPORT PROFESSIONAL

Aiding clients in hygiene practices, cognitive-behavioral therapy, transportation, and cooking/feeding, and using company software to record client notes and progress

- Letter of recognition from upper management
- Became CPR certified
- Attended classes to dispense medication and use behavioral therapies

Mobil: On the Run - *Bourbon, MO*

May 2015- October 2015

CASHIER/FLOOR MAINTENANCE

Register duties, upselling, promotion of products and sales, maintaining a clean work environment

- Employee of the month
- Honorable mention on company website for selling of membership reward cards

EDUCATION

Southern New Hampshire University - *Manchester, NH*

Bachelor of the Arts- Psychology, 2020-2023

- President's list 2021-2022
- 3.9 GPA

PROFESSIONAL SKILLS

- Microsoft Office
- 75 W.P.M
- Interpersonal skills
- Emotional Intelligence
- Organizational skills

VOLUNTEER EXPERIENCE

Crawford County - Steelville, MO

2021

Crawford County Election Judge

- Ensure ballots go to correct recipients
- Maintaining proper procedures

AWARDS AND HONORS

Completing Leadership Training – National Society of Leadership and Success

June 2021

- Attended online seminar with other members to learn leadership and team building skills
- Attended exclusive online speaker series to receive insight from top professionals such as Bill Gates, Barak Obama, and Mark Cuban

PROFESSIONAL MEMBERSHIPS

- National Society of Leadership and Success (2021-)