

## Alayna Myers

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## Skills

Management of 8+ employees, staffing experience, Microsoft Applications, Inbound Phone System experience, Administrative experience

### Soft Skills

Proofreading, Organization, Multitasking, 82 WPM typing speed, Time Management, Adaptability, Conflict Management and Resolution, Stress Management, Teamwork, Communication, Critical Thinking and Problem Solving, Processing Merchandise and Stocking, Cash Handling, Strong Technical Understanding

## Experience

### **Selina Naturally** - *Production Worker*

- Processing orders for shipment
- Keeping track of jobs completed and corresponding details of jobs
- Maintaining machinery, tools, and workspace

### **Dollar General** - *Key Holder*

- Supervising associates
- Customer service, stocking, and recovery of the store
- Balancing register tills and completing store paperwork

### **GEICO**- *Customer Service Representative*

- Handled customer requests and complaints through an inbound phone system
- Completed emails for management

### **Walmart** - *Sales Associate*

- Operation of cash register, money handling, and customer service
- Stocking and handling shipments
- Recovery of specific departments
- General Cleaning

### **The Alliance** - *Administrative Assistant*

- Proofreading insurance applications and updating documents with current information
- Creating documents and powerpoints weekly to highlight current quarter progress
- Calling prospective clients to make appointments and answer questions

### **Spencer's** - *Assistant Store Manager*

- Supervising associates and staffing
- Customer service, floor moves, stocking, recovery of store, markdowns, and processing damages
- Balancing register tills, completing store paperwork, bringing nightly deposits to the bank, payroll, and creating schedules
- Temporarily took over as Store Manager for 6 months and our store became one of the top three stores in the district for productivity and sales

## **Education**

**Kathleen High School, Lakeland FL - *High School Diploma (2012-2015)***

**Polk State College, Lakeland FL - *Liberal Arts Degree (2014-2016)***

**Southern New Hampshire University, Hooksett NH - *Bachelor's Degree (2018-2022)***