

Makayla Cormier

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Skills

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- Exceptional customer service skills, with experience handling irate and difficult customers
 - Proficient in managing a classroom with 10-15 children
 - Experience in stocking
 - Ability to adapt to constant changes in environment
 - Proficient in handling cash transactions and maintaining accurate registers

Experience

Overalls/ Customer Success Agent

Jan 2024 - Present, Remote

- Provided personal assistance to various clients, maintaining strict confidentiality of their information
- Scheduled appointments, handled emails and phone calls, and coordinated events for clients
- Conducted thorough research on various topics to support client needs
- Supported clients with general administrative tasks as required

The Y(CDA/Primetime)/ Assistant Teacher

May 2021 - Sept 2023, Augusta Georgia

- Greeted and welcomed students and parents, ensuring a positive first impression
- Maintained organized area, creating a professional and welcoming environment
- Assisted with administrative tasks such as filing and document preparation for new and returning students
- Maintained confidentiality and handled sensitive information professionally
- Fostered a positive and inclusive classroom environment to foster student engagement and academic success

Forever 21/ Sales Associate

Sept 2020 - May 2021, Augusta Georgia

- Assist customers in finding desired products, making recommendations based on their preferences and needs
- Effectively handle cash and credit transactions, while ensuring registers are always balanced at the end of shifts
- Address customer complaints and concerns in a calm and professional manner, resolving issues to maintain customer satisfaction

- Implement loss prevention techniques, proactively identifying potential theft and reducing shrinkage within the store

Cold Stone Creamery / Crew Member

Oct 2018 - May 2020, Evans Georgia

- Provide exceptional customer service, greeting and assisting customers with their orders
- Stock inventory and replenish supplies as needed
- Operate cash registers efficiently, processing payments and providing accurate change
- Ensure cleanliness of store premises, including regularly sanitizing surfaces and equipment

Education

Georgia State University / currently

Jan 2022 - PRESENT, Atlanta Georgia

Lakeside High School/ Diploma

Aug 2018 - May 2021, Evans, Georgia