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Makayla Harris

EDUCATION

Hamline University 📍 Saint Paul, MN
1536 Hewitt Ave, Saint Paul, MN 55104
— *Major in Exercise Science (Undergraduate)*
August 2021- Present

- Honors List (3.5 recognition) Fall 2022

Tartan Senior High School 📍 Oakdale, MN
828 Greenway Ave N, Oakdale, MN 55128

September 2017 - June 2021 828 Greenway Ave N, Oakdale, MN 55128

- | | |
|-----------------------------------|-----------|
| • 3.5 cumulative GPA | 2017-2021 |
| • 12th grade: Ap Language | 2020-2021 |
| • 11th grade: AP language | 2019-2020 |
| • 10th grade: Accelerated English | 2018-2019 |
| • 9th grade: Accelerated English | 2017-2018 |
| • AVID 9-12 grade | |

SKILLS

Communication Skills:

- Excellent verbal and written communication skills
- Strong interpersonal skills
- Active listening and effective questioning
- Public speaking and presentation abilities

Problem-Solving Skills:

- Analytical thinking and critical reasoning
- Creative problem-solving
- Decision-making and sound judgment
- Attention to detail and accuracy

Organizational Skills:

- Time management and prioritization
- Planning and coordinating tasks or projects
- Multitasking and working under pressure
- Strong organizational and administrative skills

Leadership Skills:

- Team management and collaboration
- Motivating and inspiring others
- Delegating tasks and responsibilities
- Conflict resolution

Adaptability:

- Flexibility and willingness to learn
- Resilience and ability to handle change
- Embracing challenges and seeking continuous improvement

Customer Service:

- Excellent customer service and relationship building
- Problem-solving and conflict resolution with customers
- Understanding customer needs and providing solutions
- Empathy and patience in dealing with customer concerns

EXPERIENCE

CHS Field, 📍 Saint Paul, MN

— Stadium Maintenance & Parking attendant

June 2016 - June 2018

1. Stadium Maintenance:

- Tidy up the stadium area, ensuring cleanliness and organization for a pleasant guest experience.
 - Perform tasks such as cleaning seating areas, removing trash, and maintaining overall cleanliness.
2. Parking Lot Assistance:
 - Collect and process payments for ensuring accuracy for parking lot .
 - Guide individuals in the parking lot, providing directions, assisting with parking, and ensuring a smooth flow of traffic.
 - Offer friendly and helpful customer service, addressing any questions or concerns regarding parking and facility access.

Buffalo Wild Wings 🍷Oakdale, MN

— Hospitality(cashier,hostess) & Heart of House Team member

June 2019 - Present

1. Food Service:
 - Assist in food service operations, ensuring customers receive their orders promptly and accurately.
 - Handle food items following hygiene and safety guidelines, maintaining cleanliness and adherence to health standards.
2. Transaction Management:
 - Efficiently handle cash, card, and other payment methods, ensuring accuracy in processing transactions.
 - Maintain proper documentation and reconcile cash registers to ensure proper accounting and record-keeping.
3. Conflict Resolution:
 - Act as a point of contact for customer complaints or conflicts, actively listening to their concerns and finding appropriate resolutions.
 - Demonstrate empathy and discretion while addressing issues, ensuring customer satisfaction and retention.
4. Customer Service:
 - Continuously improve customer service skills through ongoing training and development opportunities.
 - Stay updated on product knowledge and company policies to provide accurate information and recommendations to customers.
 - Engage with customers in a friendly and professional manner, addressing their inquiries, concerns, and needs.
 - Provide prompt and courteous assistance, ensuring a positive and personalized customer experience.
5. Food Preparation:
 - Prepare food items according to Buffalo Wild Wings' recipes, portion sizes, and quality standards.
6. Cooking and Grilling:

- Cook food items such as wings, appetizers on fryers, or other cooking equipment.
 - Ensure that food is cooked to the appropriate temperature and meets quality and safety standards.
7. Food Safety and Sanitation:
- Follow proper food safety and sanitation procedures, including maintaining cleanliness and organization in the kitchen area, regularly washing hands, and adhering to proper food handling practices.

Loving care nursing home and care center ☉ West saint paul,MN
&

Abbey Care Incorporation Home and health ☉ Saint Paul, MN

— *Personal Care Assistant(PCA) & Home Care*

June 2022 - Present

1. Cleaning Services:
 - Execute thorough cleaning and organizing tasks, maintaining a clean and hygienic living environment for elderly and disabled clients.
 - Following protocols and safety guidelines to prevent cross-contamination and maintain a sanitary home.
2. Grocery Shopping Assistance:
 - Provide support by assisting clients with grocery shopping, ensuring they have access to necessary supplies and nutritional needs are met.
 - Demonstrate sensitivity to dietary restrictions and preferences when selecting appropriate items.
3. Meal Preparation and Feeding Assistance:
 - Prepare nutritious meals following specific dietary requirements and preferences of clients.
 - Assist clients during mealtime, ensuring a comfortable and dignified dining experience, including feeding support as needed.
4. Personal Care:
 - Aid clients in dressing, considering their comfort and promoting personal dignity.
 - Assist with personal grooming, maintaining a respectful and sensitive approach to ensure clients' privacy and well-being.
5. Mobility and Transfer Assistance:
 - Safely assist clients with mobility and transferring, utilizing appropriate techniques and assistive devices to minimize the risk of falls or injuries.

- Promote independence while providing necessary support and ensuring client safety.

TEACHERS ON CALL SUBSTITUTE

— *Paraprofessional Substitute teacher*

April 2022 - June 2022

1. Lesson Delivery:
 - Follow provided lesson plans and deliver instruction to students in the absence of the regular classroom paraprofessional or under the guidance of the lead teacher.
2. Support Student Learning:
 - Provide assistance and support to students in their academic activities, including answering questions, providing clarification, and facilitating independent or group work.
3. Classroom Support:
 - Assist with classroom setup, organization, and materials preparation, ensuring a conducive learning environment for students.
4. Student Supervision:
 - Monitor and supervise students during class activities, recess, lunch, or other school-related events to ensure their safety and well-being.
5. Collaboration:
 - Collaborate with other school staff, including teachers, administrators, and support personnel, to ensure effective communication and coordination of responsibilities.
6. Flexibility:
 - Adapt to different grade levels, subjects, and teaching styles as you may be assigned to different classrooms or subject areas based on the needs of the school.
7. Record-Keeping:
 - Maintain accurate records of attendance, behavior incidents, or other relevant information as required by the school or district.
8. Support Special Education Students:
 - Provide additional support to students with special needs under the direction of special education teachers.
9. Classroom Cleanliness:
 - Ensure that the classroom is clean and organized after each session, including tidying up materials, returning equipment, and leaving the classroom in good condition.

SCORE AND TIME KEEPER

— *KEEP TIME AND SCORE FOR BASKETBALL*

December 2022 - February 2023

1. Game Clock Management: Operate the game clock, ensuring accurate timing of periods, quarters, halves, and timeouts. Start and stop the clock when necessary, following the rules and regulations of the specific league or competition.

2. **Scorekeeping:** Keep an accurate record of the score for both teams throughout the game. Update the score promptly after each basket or free throw, and ensure the score is visible to players, coaches, and spectators.
3. **Collaboration with Officials:** Work closely with the game officials, providing them with accurate time updates, score information, and any necessary statistics during the game. Follow their instructions and communicate effectively to maintain the smooth flow of the game.
4. **Equipment Maintenance:** Ensure the proper functioning of the game clock, shot clock (if applicable), and any other related equipment. Report any issues or malfunctions to the appropriate authorities promptly.
5. **Rule Knowledge:** Familiarize yourself with the specific rules and regulations of the basketball league or organization you are officiating. Stay updated on any rule changes or modifications to ensure fair and consistent game management.

AWARDS

- | | |
|---|-----------|
| • B honor roll | 2018-2021 |
| • 9th-grade AVID best binder | 2017-2018 |
| • A honor roll | 2017-2018 |
| • 3.5 GPA Award | 2017-2020 |
| • 3.5 plaque | 2021 |
| • 5th place in the Minnesota state fair (photography) | 2021 |
| • Deans list | 2021 |
| • PCA certificate | 2022 |

SPORTS

- | | |
|---|-----------------|
| • AAU Urban ventures (basketball). | Summer '20 2020 |
| • AAU MN ICE (Basketball) | Summer '18 |
| • AAU MN Thunder(Basketball) | Summer '17 |
| • Varsity Basketball letter
202015-present | Winter 15-'21 |
| • Volleyball 9th grade | Fall '18 |
| • Honorable mention(basketball) | |
| • Captain (Basketball)
2021 | Winter'21 |

- MVP (basketball)
- All conference (basketball)
- College basketball

Winter '21
Winter '21
Fall '21-'22

ATHLETIC TRAINING EXPERIENCES

- Shadow hours Athletic training (12.5 hours)
- Shadow hours Athletic training (120 hours)

Fall '20
Fall'22-Winter '23

Community service

1. Watched basketball game and kept score (5 hours) - Winter '18
 - Monitored the games and ensured fair play.
2. North Dale Community Center (7 hours) - Spring '18
 - Assisted in organizing games and distributing tickets, allowing individuals to participate in various activities.
3. Feed My Starving Children (2 hours) - Fall '18
 - Packaged food for children in Africa, such as soy, to support their nutritional needs.
4. Coaching 5th/8th-grade traveling basketball - Fall '20
 - Provided coaching and guidance to young athletes, helping them develop their skills and foster teamwork.
5. Coaching 8th-grade girls AAU basketball for MN QUEEN'S (100 hours) - Summer '22
 - Dedicated significant time and effort to coaching and mentoring young female athletes, fostering their growth and development in basketball.