

# MAKYA MITCHELL

## CONTACT

---

 (870) 281-5315

 makyamitchell19@yahoo.com

 Conway, AR 72034

## CAREER OBJECTIVE

---

Current student looking to join the workforce to gain real-world experience. Ability to complete tasks on time in both individual and team settings. Dependable and reliable, ready to learn and grow with your company. Detail-oriented professional with excellent communication, interpersonal and creative thinking skills. Aiming to leverage my abilities to successfully fill the vacancy at your company. Frequently praised as hardworking by my peers, I can be relied upon to help your company achieve its goals. Dedicated worker with excellent communication, time management and computer skills. Aiming to leverage my abilities to successfully fill the vacancy at your company. Frequently praised as hardworking by my peers, I can be relied upon to help your company

## EXPERIENCE

---

June 2022 - Present

### Package Handler

FedEx Ground, Mabelvale, AR

- Closed packages using sealing tape, staples and stretch wrap.
- Cleaned and organized work areas to prevent accidents and bottlenecks.
- Utilized heavy machinery and hand tools to move and load packages.
- Loaded and unloaded trucks by performing physically demanding tasks.

May 2021 - January 2022

### Retail Associate

TJ Maxx, Conway, AR

- Merchandised goods on sales floor, maintaining perfect visual standards.
- Assisted customers with locating items and finding prices.
- Delivered excellent customer service resulting in loyal client relationships.
- Processed sales and handled payment transactions via computer point of sale system.
- Developed business driving initiatives to meet customer needs.
- Utilized suggestive selling techniques to generate sales.
- Located merchandise on racks or shelves and delivered to customers.
- Set up promotional displays and signage to increase sales.
- Cleaned and organized sales floor in accordance with company merchandising standards.
- Greeted customers and engaged in conversation to assess needs.
- Delivered exceptional customer service to guests.
- Used POS system to process sales and refund transactions.

June 2020 - March 2021

### Cashier

Wal-Mart, Blytheville, AR

- Greeted and informed customers of products, fostering positive

achieve its goals.

store experiences.

- Built and maintained positive working relationships with co-workers.
- Provided efficient and courteous service to customers.
- Resolved and de-escalated issues to address customer concerns.
- Enforced store safety and cleanliness standards, reducing hazards.
- Delivered service excellence through all points of contact.
- Processed cash, check and credit cards for customer purchases.
- Helped customers locate merchandise.
- Processed merchandise returns and exchanges.
- Monitored self-checkout stations to assist customers and ensure registers working appropriately.

August 2017 - July 2019

### **Crew Member**

McDonalds, Osceola, AR

- Packaged and labeled to-go and delivery orders for pickup.
- Recommended menu items according to customer preferences and dietary restrictions.
- Placed orders into POS systems and handled cash and credit transactions.
- Requested and recorded customer orders, and computed bills using cash registers, multi counting machines, or pencil and paper.
- Served food, beverages and desserts to customers in such settings as take-out counters of restaurants and lunchrooms, business and industrial establishments, hotel rooms and cars.
- Communicated with customers regarding orders, comments and complaints.
- Accepted payment from customers and made change as necessary.
- Served customers in eating places that specialized in fast service and inexpensive carry-out food.

## EDUCATION

---

Expected Graduation May 2023

**Bachelor Of Science (B.S.) In Psychology** GPA 3.5

University of Central Arkansas, Conway, AR

## Relevant Coursework

- Microsoft Computing

## Awards & Honors

- National Honors Society

## ADDITIONAL SKILLS

---

- Package Loading
- Order Picking and Processing
- Handheld Scanners
- Customer Experience
- Loading Dock Operations
- Product Packing
- Customer Relations
- Credits and Refunds
- Cooperative Attitude
- POS Systems