

Makeysha Roberson
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Professional Objective:

Seeking a Challenging and rewarding position as a Real-Time Workforce Analyst that will challenge my analytical and interpersonal skills, while allowing me to learn new complex and strategic systems and skills in addition to applying my attention to detail and great team player mentality.

Qualification Summary

- Business Major with 20 years strong customer service experience and organizational skills
- Manage multiple tasks and work well under pressure while keeping to project deadline
- Use effective communication skills when gathering required information while serving both internal and external customers adding great value to the company's image
- Recognized by leadership for positive attitude and impeccable guest service
- Analyze the situation and data to determine best possible solution bearing mind company resources and objectives
- Ability to work independently or on a team
- Efficient in Microsoft Office: Word, Excel, Outlook, Power Point, Quick Web, Rumba and Internet Explorer

Education / Training

Candidate for B.A. in Business, **Norfolk State University**, Norfolk, VA 2010 to 2012

General Education / Pre B.A in Business Admin **Sacramento City College**, Sacramento, CA 2008 to 2010 Transfer to NSU

Culinary Arts, **California Culinary Academy**, San Francisco, CA 2006 to 2007

In house Training

Introduction to Analysis
Headquarters Driver License Training
H6 Print out
Career Planning

Telephone Communication
Sexual Harassment

Highlights

March of Dimes

- Volunteered to be the Financial Responsibility Unit Representative for the March of Dimes campaign. This allowed me to simultaneously work on multiple projects like fund raising, advertising and collecting donations from organizations while staying on task with daily work load.
- Being a liaison between the division representative and the units I made sure to keep an accurate count of merchandise I sold as well as currency collected so the campaign would run smoothly.

Work Experience

July 2015 to Present

Motor Vehicle Field Representative, Department of Motor Vehicles, Sacramento, CA

- Analyze and process complex traffic accident reports with high level of accuracy for the state or California
- Communicate with the public, field office and law enforcement that provisions of the California vehicle code related laws and regulations especially pertaining to financial responsibility
- Revoke and suspend driver license privilege
- Solve customer inquiries with the ability to transcend cultural differences and maintain a sense of humor under pressure

June 2008 to Present

Sunday School Teacher, Higher heights AOH Church, Sacramento, CA

- Develop Sunday school lessons for upcoming week by focusing on the objective of the lesson. Teach and equip students to be able to review and demonstrate prepared lesson
- Create a welcoming environment to teach and admonish pre-teens and teenagers to grow in wisdom and become productive adults in society
- Apply time management and leadership skills to keep class on schedule
- Communicate with guardian regarding students comprehension of lesson and recommendations on enhancing students learning experience

August 2013 to January 2014

Rural Carrier Associate, United States Postal Service, Folsom, CA

- Worked independently delivering mail to residences and business establishments along specific routes by walking and driving
- Maintained accurate records of deliveries
- Sorted mail based on area codes, streets and address for a designated route

- Reported any unusual circumstances concerning mail delivery, including the condition of street letter boxes and fraudulent activity

September 2011 to May 2012

College Internship-Attractions / Merchandise, Walt Disney World Resort, Lake Buena Vista, FL

- Executed daily operations of providing guest with answers to resort questions and maintained safety regulations for all guest
- Participated in a Multi-dimensional team that served as little as 30,000 guest per day
- Demonstrated excellent problem solving and decision making skills
- Maintained visual displays while engaging in up to 130 monetary transactions a day for numerous guest
- Resolved customer complaints and transaction request for refunds, exchanges and adjustments