

TAYLA BROOKS-HAWKINS

Smyrna, GA 30080

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PROFESSIONAL SUMMARY

Friendly and reliable, offering unmatched customer service and workplace focus. Quick and accurate in cash and card transactions with excellent multi-tasking aptitude. Offering solid technical, interpersonal and communication skills. Punctual and focused employee. Empathetic with excellent communication skills, dedicated to providing outstanding service and support. Possesses a solid understanding of customer needs and conflict resolution, coupled with strong problem-solving abilities. Aiming to build positive customer relationships and contribute to customer satisfaction and loyalty.

SKILLS

- Public Safety Awareness
- Customer Assistance
- Patience and Empathy
- Money Handling
- Quick Learner
- Strong Work Ethic
- Customer Service
- Work Ethic and Integrity
- Cash Handling
- Customer Relations
- Teamwork and Collaboration
- Active listening

WORK HISTORY

02/2025 to 09/2025 **Retail Associate**

TJ Max – Atlanta, GA

- Maintained a clean and welcoming store environment to enhance the overall shopping experience for customers.
- Stocked merchandise, clearly labeling items, and arranging according to size or color.
- Handled cash transactions accurately, maintaining balanced registers and reducing discrepancies during shift changes.
- Assisted customers with locating specific items in the store or suggesting alternative options based on their preferences.
- Provided excellent customer service, addressing inquiries and resolving issues swiftly.
- Helped customers complete purchases, locate items, and join reward programs.
- Streamlined store operations by organizing merchandise displays for optimal visibility and accessibility.

06/2024 to 01/2025 **Food Runner**

Studio Movie Grill – Marietta, GA

- Handled high-pressure situations calmly and professionally during peak hours or

unexpected rushes at the restaurant.

- Maintained speed of service for food orders while minimizing errors and complaints.
- Collaborated well with other food runners to deliver orders accurately.
- Delivered correct food items to tables according to order documentation.
- Managed multiple tasks simultaneously, prioritizing duties effectively for maximum productivity.
- Collaborated with the kitchen staff to ensure accuracy of orders, minimizing order errors and complaints.

07/2023 to 12/2024 **Cashier**

Lifting Ramen Noodles – Atlanta, GA

- Greeted customers entering store and responded promptly to customer needs.
- Welcomed customers and helped determine their needs.
- Worked flexible schedule and extra shifts to meet business needs.
- Operated cash register for cash, check, and credit card transactions with excellent accuracy levels.
- Built relationships with customers to encourage repeat business.
- Assisted customers with inquiries and provided exceptional service, resulting in positive feedback from shoppers.
- Enabled customers to feel welcomed, important, and appreciated by answering questions about products sold throughout store.

EDUCATION

Expected in 05/2028 **Georgia State University - Atlanta, GA**

05/2024

High School Diploma

Campbell High School - Smyrna, GA