

Taleija Bennerson

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PROFESSIONAL SUMMARY

Motivated individual with experience providing individual and family counseling to diverse populations. Proven track record of successfully helping clients resolve mental health issues and improve overall wellbeing. Skilled in developing tailored treatment plans, utilizing evidence-based practice, and fostering a safe and supportive environment. Passionate about helping clients develop skills to face life's challenges and achieve their goals.

SKILLS

- Critical Thinking
- Administrative Support
- Circulation Desk Management
- Data Entry
- Overseeing Employees
- Loading and Unloading
- Health and Safety
- Warehouse Operations
- Telephone Etiquette
- Processes and Procedures
- Advanced Excel Spreadsheet Functions
- Project Management
- Operational Standards
- Quality Control
- Operations Support
- Warehouse Environment Safety

EXPERIENCE

LIBRARY CLERK – GEO

Millidgeville, Ga, November 2023 - Present

- Tutored students in basic computing skills such as word processing and internet searches.
- Processed interlibrary loan requests from other libraries.
- Participated in professional development workshops related to librarianship practices.
- Provided reference services such as helping patrons locate resources or use electronic databases.
- Prepared reports on circulation statistics and program attendance figures.
- Assisted patrons with locating materials using the online catalog system.
- Served as a liaison between the community and the library board of trustees.
- Attended meetings with local schools to discuss collaboration opportunities.
- Performed circulation duties such as checking books in and out, registering patrons for library cards, and collecting fines.
- Managed the daily operations of the library branch including opening and closing duties.

CORRECTIONAL OFFICER – Georgia Department Of Corrections

Forsyth, Ga, August 2023 - October 2023

- Demonstrated ability to handle difficult inmates in a professional and effective manner.
- Maintained order within the facility by conducting searches, shakedown, head counts and pat downs as necessary.
- Developed excellent communication skills to de-escalate potentially volatile situations.

GENERAL WAREHOUSE WORKER – Walmart Distribution

Atlanta, Ga, October 2021 - March 2022

- Maintained cleanliness of work area by sweeping, mopping, organizing shelves, disposing of trash daily.
- Contributed to efficient workflow by providing assistance during peak times.
- Adhered strictly to established company procedures for quality assurance purposes.

DATA ENTRY CLERK – Red Speed At home

September 2021 - November 2021

- Maintained database by entering new and updated customer and account information.
- Developed organizational skills to effectively manage large amounts of paperwork and records in an efficient manner.
- Maintained data entry requirements by following data program techniques and procedures.
- Utilized Microsoft Office Suite for various tasks related to data entry work.
- Utilized multiple software programs to manage data entry functions.
- Operated data entry equipment to enter alphabetic, numeric and symbolic information into computer system with a high degree of accuracy.

ASC ASSOCIATE – Amazon 4905

Atlanta, GA, December 2020 - July 2021

- Participated in team meetings, providing insights to improve operations.
- Maintained up-to-date knowledge of organizational policies, procedures, and regulations.
- Managed projects from conception to completion within defined timelines.
- Collaborated with other departments to ensure successful product launches.
- Generated ideas for innovative solutions that improved operational efficiency.
- Provided support for the implementation of new technologies and systems.
- Drafted reports on project progress, successes, challenges, and recommendations.
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MANAGER'S ASSISTANT – Dominoes 821

Carrollton, Ga, September 2018 - December 2020

- Resolved customer complaints and handled refunds and returns to promote satisfaction.
- Interviewed potential job candidates and made hiring recommendations to general manager.
- Supported an environment of teamwork, co-operation, performance excellence and personal success.
- Maintained inventory levels of office supplies; placed orders when necessary to ensure adequate stock.
- Provided direct supervision and guidance to crew members.
- Managed incoming emails and phone calls; responded promptly to inquiries or requests.
- Assisted with new employee training and conducted performance reviews to track overall progress.

- Utilized knowledge of company products and services to make recommendations and up-sell items according to customer needs.
- Monitored progress on projects assigned by manager; kept track of deadlines and milestones.
- Generated monthly sales reports using spreadsheet software applications such as Microsoft Excel.
- Compiled and analyzed data from various sources; identified discrepancies or trends in data sets.

GENERAL WAREHOUSE WORKER – Magna

US, December 2019 - September 2020

- Contributed to efficient workflow by providing assistance during peak times.
- Adhered strictly to established company procedures for quality assurance purposes.
- Identified areas where process improvements could be made in order to increase efficiency.
- Collaborated closely with colleagues to complete assigned projects in a timely manner.
- Utilized strong organizational skills to manage multiple tasks simultaneously within tight deadlines.
- Demonstrated exceptional problem solving abilities when faced with unexpected challenges on the job site.
- Performed regular inventory checks and restocking duties to ensure accuracy of stock levels.
- Utilized barcode scanning technology to track product movement throughout the warehouse.
- Operated manual pallet jack to move products throughout warehouse.
- Assisted other departments when needed to complete tasks in a timely fashion.
- Organized warehouse space by rearranging items, storing materials, and marking locations.
- Used good manual dexterity, hand-eye coordination and depth perception to complete accurate work.

MENTOR TEACHER – Roopville Elementary School, University Of West Georgia

Carrollton, Roopville, Ga, August 2019 - December 2019

- Coached classroom teachers on lesson planning and preparation, data collection and teaching strategies.
- Promoted safe behavior in the classroom by setting clear expectations and enforcing school policies consistently.
- Supported the development of positive social, emotional and academic skills among students.
- Developed and implemented lesson plans to engage students in learning activities.
- Created an inclusive classroom environment that Advised students on appropriate study habits, time management skills and college preparation strategies.
- Encouraged critical thinking by posing open-ended questions during class debates.

MENTOR TEACHER – Sharp Creek Elementary School

Muse, Carrollton, Ga, August 2019 - December 2019

- Coached classroom teachers on lesson planning and preparation, data collection and teaching strategies.
- Promoted safe behavior in the classroom by setting clear expectations and enforcing school policies consistently.
- Supported the development of positive social, emotional and academic skills among students.
- Developed and implemented lesson plans to engage students in learning activities.
- Created an inclusive classroom environment that fostered respect for diversity.
- Employed creative methods of assessment such as portfolios or projects instead of traditional tests.
- Advised students on appropriate study habits, time management skills and college preparation strategies.
- Encouraged critical thinking by posing open-ended questions during class debates.

AFTERSCHOOL CARE ASSISTANT/ TEACHER — NewBorn

Bethsaida, Riverdale, Ga, *August 2018 - May 2019*

- Assisted teachers with lesson plans and classroom activities, while encouraging student participation.
- Cleaned classrooms and organized instruction materials in appropriate locations.
- Developed and maintained consistent, positive relationships with children.
- Led small group activities and discussions to help promote learning.
- Created a positive learning environment by demonstrating enthusiasm for teaching students.
- Collaborated with other staff members to develop strategies for improving student performance.
- Collaborated with teacher in adapting curriculum to meet individual student goals.
- Communicated regularly with parents regarding student progress, behavior issues, or academic concerns.
- Provided individualized assistance to students to help them learn new concepts, overcome difficulties and build confidence.
- Developed innovative approaches to engage students in the learning process through interactive activities and projects.

MENTOR TEACHER — Carrollton Middle School, UTeach Program University of West Georgia

Reeve, Carrollton, Ga, *August 2018 - December 2018*

- Coached classroom teachers on lesson planning and preparation, data collection and teaching strategies.
- Promoted safe behavior in the classroom by setting clear expectations and enforcing school policies consistently.
- Supported the development of positive social, emotional and academic skills among students.
- Developed and implemented lesson plans to engage students in learning activities.
- Created an inclusive classroom environment that Advised students on appropriate study habits, time management skills and college preparation strategies.
- Encouraged critical thinking by posing open-ended questions during class debates.

CASHIER — Admissions, Department

Austell, Ga, *March 2018 - August 2018*

- Operated cash register and accurately processed payments, returns, and exchanges.
- Maintained cleanliness of the checkout area by cleaning counters, shelves and windows.
- Performed opening and closing procedures, such as counting cash register, restocking, and cleaning.
- Built and maintained positive working relationships with co-workers.
- Demonstrated excellent customer service skills while interacting with customers in a friendly manner.
- Helped restock shelves when necessary to maintain an organized display area.
- Accurately processed customer payments using cash, credit cards, and checks.
- Managed large amounts of cash accurately during busy hours in a fast-paced environment.
- Handled customer complaints and inquiries in a courteous and efficient manner.
- Counted and balanced cash drawer at the beginning and end of each shift.
- Assisted with training and mentoring new team members.
- Operated the POS system efficiently to ensure accurate transactions.
- Kept up-to-date on new products, services, promotions, and pricing structures.

ASSISTANT MANAGER OF OPERATIONS – McDonalds

Carrollton, Ga, *September 2017 - February 2018*

- Provided guidance to staff members regarding their job responsibilities.
- Resolved customer complaints efficiently and effectively.
- Supervised day-to-day operations of multiple departments simultaneously.
- Managed daily inventory levels, ensuring adequate stock levels were maintained at all times.
- Organized and managed team of 15 employees to ensure high-quality customer service.
- Conducted regular meetings with staff to review performance objectives and goals.
- Analyzed data to identify areas for improvement in operations processes.
- Coordinated the development and implementation of operating procedures, policies, and service standards.
- Managed, coordinated and developed procedures and protocols to deliver quality services.

EDUCATION

BACHELOR'S OF SOCIOLOGY

– **University of West Georgia**

Carrollton, *Expected graduation Dec 2023*

COLLEGE PREPARATORY DIPLOMA IN US

– **Georgia Cyber Academy**

Atlanta, *Jun 2017*

CERTIFICATIONS

- Basic EMT student
- Certified EMT
- BLS/CPR Certified

REFERENCES

References available upon request