

# MALAIKA OXLEY

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## PROFESSIONAL SUMMARY

Proven adaptable and flexible with a track record of enhancing customer satisfaction at Thaizone, I excel in fast-paced environments, demonstrating time management and exceptional customer service skills. Elevated student success rates as a Tutor by fostering understanding and confidence, underscoring my ability to mentor and improve study methodologies.

## SKILLS

- Time management
- Customer service
- Problem solving
- Flexible
- Adaptable
- Positive

## WORK HISTORY

04/2023 to 08/2024

### Cashier

**Thaizone** - Saint Nicolas

- Demonstrated excellent customer service skills while interacting with customers in a friendly manner.
- Operated the 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 the cash register, restocking, and cleaning.
- Provided efficient and courteous service to customers.

09/2021 to 05/2023

### Tutor

**Friends & Family** - Charny, QC

- Created and maintained warm and welcoming tutoring environment conducive to learning.
- Explained difficult concepts, terms and theories in easy-to-understand terminology.
- Mentored and supported students to build their confidence and study skills.
- Engaged actively with students to build confidence in subject matter and help improve study methods.
- Provided feedback on assignments and tests to ensure understanding of course material.
- Evaluated student performance through quizzes, exams, projects.

## EDUCATION

**Ecole Secondaire Beaumont Composite High School** - Beaumont, AB

**École Secondaire Les Etchemins** - Lévis, QC

## LANGUAGES

**French:**

Native/ Bilingual

**English:**

Native/ Bilingual