

McKenzie Cook

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SKILLS:

Leadership- Team Coordination- Customer Service- Workflow and Scheduling Management
Data Entry- Communications Skills- Event Coordinating- Deliberation

EXPERIENCE:

Jean O'Conner Internship Program (JOIP), Montevallo, AL- Falcon Facilitator

September 2025- May 2026

- Facilitated different forums on campuses
- Planned events to help promote Montevallo University
- Teach individuals deliberative communication
- Moderated group discussions/debates
- Documented information on conversations/forums

JCPenney, Alabaster, AL - Manager

November 2022 - PRESENT

- Assist in floor plans and signage to optimize the store's layout
- Direct the associates on recovery and merchandising tasks
- Cash room procedures, payroll oversight, and scheduling and team coordination
- Directed team meetings for credit goals and layout procedures needed for that day
- Communicated effectively with employees to help boost morale and sales
- Descalated tense situations between management and employees
- Maintained store cleanliness
- Managed and performed inventory protocols
- Fulfillment of online orders
- Created a weekly playbook for JCP Beauty
- Processing purchases/returns/exchanges
- Created finance plans for fine jewelry customers
- Interviewed potential employees'

Starbucks Coffee Company, Blue Springs, MO - Barista

November 2020 - October 2021

- Fostered strong customer relationships with friendly and excellent service consistently
- Maintained food safety
- Restocking supplies, receiving deliveries, and rotating products
- Food and drink preparation
- Operated drive through
- Ordered supplies
- Kept up with cleanliness standards with high quality and consistency
- Operated cash register and handled cash according to company procedures

EDUCATION:**University of Montevallo, Montevallo, AL**

Bachelor's Degree in Science - Communication Studies - Magna Cum Laude

August 2024 - May 2026

Jefferson State Community College, Birmingham, AL

Associate's Degree

January 2024 - July 2024

Timber Creek High School, Fort Worth, TX

High School Diploma

August 2016 - May 2020

SPECIAL PROJECTS:

2026- Took part in a panel promoting the Falcon Facilitators.

2026- Created the event "Spring into Action" which allowed students to network with companies.