

Jacob Jackson

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OBJECTIVE

A driven and conscientious individual seeking a position to build a long-term career opportunity for career and leadership growth as well as to further develop professional skills with a progressive company with a great team oriented environment.

EXPERIENCE

Amazon *Waukegan, Illinois* *November 2019 - December 2019*
Forklift Operator

- Operate Forklift
- Managing Pallets in the Warehouse.
- Adhere To Quality And Customer Service Standards Set Forth By The Company
- Perform Cycle Counts As Required
- Pick, Wrap And Stage Orders To Be Shipped
- Inspect And Perform Maintenance Of Forklifts And Other Material Handling Equipment
- Identify Safety Hazards In The Workplace
- Consolidate Partial Pallets For Incoming Good
- Operating A Pallet Jack When Needed.

Dollar General *Zion, Illinois* *July 2019 - October 2019*
Sales Associate / Cashier

- Responsible for stocking
- Process sales transactions
- Calculate the cost of products or services
- Accept payments
- Calculate and return change when required by the payment method
- Maintain adequate change denominations in the cash drawer and request additional change
- Answer customer questions about products or services
- Reconcile cash drawers and sales receipts
- Report issues with equipment

Walmart *Zion, Illinois* *November 2018 - March 2019*
Cart Retrieval / Customer Service

- Housekeeping, such as emptying trash receptacles regularly and picking up loose trash from the parking lot.

- Returning carts to the designated cart storage area.
- Inspecting carts for damage periodically and informing management of any problems.
- Assisting customers with loading large purchases.
- Answering basic customer questions whenever possible.
- Answers incoming customer calls regarding billing issues, product problems, service questions and general client concerns.
- Responsible for maintaining a high level of professionalism with clients and working to establish a positive rapport with every caller.

Express Wash Laundry

Waukegan, Illinois

April 2018 - November 2018

Laundry Mat Maintenance / Customer Service

- Assist self-service laundry customers as needed with washers, dryers, coin machines, vending machines and washer/dryer issues.
- Performs washing, drying, folding of drop-off laundry customers according to procedures.
- Help to maintain cleanliness of store, machines, and customer satisfaction.
- Update customer information in the customer service database during and after each call
- Work with the management team to stay updated on product knowledge and be informed of any changes in company policies
- Impact the company's bottom line by problem solving and turning frustrated clients into repeat customers

Ravinia Festival

Highland Park, Illinois

June 2018 - September 2018

Dishwasher / Kitchen Maintenance

- Follows proper pot sink set up and procedures.
- Follows proper procedures for dishwashing.
- Adheres to location appearance guidelines.
- Acts with a sense of urgency and provide friendly, efficient service to teammates and guests.
- Practices proper product control and handling of all inventory and equipment.
- Adheres to Company guidelines as stated in team member training manual and employee handbook.
- Employs good safety and sanitation.
- Thoroughly completes all station set-up and breakdown responsibilities.
- Maintains work areas.
- Displays a positive attitude toward teammates and managers.
- Always on time and ready to perform all required duties.
- Helps fellow team members whenever necessary.

EDUCATION

Zion-Benton High School Graduate

August 2015 – June 2019

- Received High School Diploma.

SKILLS

- Familiar with Microsoft Word and Excel
- Customer Facing Skills
- Time Management
- Organizational Skills
- Problem-Solving
- Active Listening
- Pallet Jack
- Forklift
- Internet Research via Google
- Wood Working
- Stick Welding

CERTIFICATES, CERTIFICATIONS and AWARDS

Certified Forklift Operator

Illinois WorkNet

State of Illinois

July 2020

- Received State of Illinois Certificate for Career Advancement

Employee Connections, Inc., NFP

Waukegan, Illinois

July 2020

- Social Media Etiquette Certificate
- Interpersonal Communication Certificate
- Conflict Resolution Certificate
- Diversity & Inclusion Certificate

REFERENCES

References are available upon request.