Altolane Jackson III

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Education

Brien McMahon High School   **Norwalk, CT**
                                                                                        2018

Experience

Maryland Conflict Resolution   Remote
Program Associate   August 2021 - December 2024

- Conducted market research and gathered data to support targeted client outreach strategies
- Responded to prospective client inquiries via web, email, and phone, ensuring timely communication
- Verified new hire employment history and executed professional reference checks to support hiring decisions
- Performed accurate data entry and clerical duties to maintain organizational efficiency

Euphoria Cigar and Hookah Lounge   Fairfield, CT
Manager   August 2019 - April 2024

- Promoted to Night Manager after serving as Associate and Crew Leader for 3 years, demonstrating leadership growth
- Delegated shift responsibilities and action plans to staff, ensuring smooth daily operations
- Trained incoming employees on customer service, safety protocols, and POS system procedures
- Delivered exceptional customer service, resolving complaints and processing sales, refunds, exchanges, and requests
- Researched product lines and improved recommendations, increasing customer satisfaction and sales

Leadership & Activities

Euphoria Cigar and Hookah Lounge   Fairfield, CT
Manager   August 2019 - April 2024

- Supervised and mentored a team of 10+ staff, developing leadership, delegation, and conflict-resolution skills
- Oversaw daily cash handling and operational controls, ensuring accuracy and accountability
- Leveraged Revel POS system proficiency to improve reporting accuracy and efficiency
- Strengthened analytical and problem-solving skills by researching products and adapting strategies to customer demand
- Built strong client relationships and communication skills transferable to technical team environments

Skills & Interests

Technical:
- Programming Languages: Python (intermediate), JavaScript (beginner)
- Web Development Tools: Git/GitHub (version control), VS Code
- Software/Tools: Microsoft Office Suite (Word, Excel, PowerPoint, Teams), Revel POS System (proficient)

Interests: Tattoo art, music, film, animation