

Matthew Jackson

9805 Forester Trail Oak Point, TX 75068
(817) 371-9813 matt4292002@gmail.com

EDUCATION

Braswell High School *Start Date: Aug. 2016, Graduation Date: May 2020*
Overall GPA: 3.5

EXPERIENCE

AMC Theaters: Frisco, TX — Crew, Oct. 2018 - May 2019

- Demonstrate consistent and effective sales techniques by meeting expectations for loyalty card sales, suggestive selling, upselling, merchandising, and sampling.
- Work effectively with supervisors and co-workers.
- Perform daily stocking and maintenance duties.
- Complete transactions by greeting each guest, identifying the guest's request, operating point-of-sale terminals, making change accurately, completing loyalty transactions, and thanking guests.
- Answer guest questions courteously and accurately or quickly direct them to the appropriate resource.
- Ability to work and meet deadlines with minimal supervision.

Jersey Mike's: Frisco, TX — Shift Lead, Aug. 2019 - Aug. 2021

- Direct activities of associates during shifts and oversee completion of tasks
- Ensure completion of job expectations while making sure policies and procedures are maintained
- Serve customers in a friendly and efficient manner following outlined steps of service
- Resolve customer concerns and relay relevant information to the store manager
- Ensure compliance with company service standards as well as inventory and cash control procedures
- Regular communication with higher management

Lucchese: Dallas, TX — Live Commerce Sales Professional, Aug. 2021 - Feb. 2022

- Answer calls and questions regarding the style or sizing of products
- Direct callers to customer service when necessary
- Inform customers about the differences between different styles and options

SKILLS

- Web Development (HTML, CSS, JavaScript, jQuery, Bootstrap)
- Attention to detail
- Communication and organizational skills
- Critical thinking and problem solving skills