

# Alexander Jackson

Leader with an organized nature and an analytical problem-solving approach who is goal-oriented and enterprising. Customer-focused professional with 10+ years of experience in service industry. Trained in cyber security methods and best practices for the past 2 years. Offering a can-do attitude and a track record of success in coordinating and monitoring operations across multiple departments. And finished programming my first website ... Mafiahub.org.

## Skills:

- Excellent communication skills
- Detail-oriented
- Problem resolution
- Staff development
- Team leadership
- Inventory management
- Web development



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## Education

Bachelor of Science, Cybersecurity and Information Assurance  
July 2023 – December 2025

Western Governors University

## Work Experience

FC Associate 1 Inbound Stow January 2023 – Present

Amazon Fulfillment Center OMA2 - Omaha, NE

- Helped strive to be earth's best employer by helping engage in start ups.
- Hire and developed multitude of problem solvers.
- Coached on keeping workspace clean and organized to maintain safe working conditions.
- As an ambassador insisted on the highest standards with standard work
- Earned trust from leadership to learn multiple indirect roles
- Consistently using dive deep methods in problem solve
- Meet all expectations and deliver results

Assistant Manager August 2022 - January 2023

Domino's Pizza - Omaha, NE

- Oversaw employee performance, resolving issues, and increasing efficiency in order to meet productivity goals.
- Kept track of transactions daily and generated invoices and reports for the manager.
- Provided excellent customer service in a timely manner.
- Assisted General Manager in the planning and execution of all work-related duties at the operational level.
- Maintained positive customer relationships by responding quickly to customer service inquiries.
- Ordered and received products.
- Assisted General Manager with leadership requirements by coordinating schedules and workflows to meet business goals.

Assistant General Manager February 2018 - August 2022

Taco Bell - Omaha, NE

- Enforced quality assurance protocols to provide ideal customer experiences.
- Worked with General Manager and department heads to review activity, operating, and sales reports and make necessary changes.
- Ensured employees adhere to the company's policies, procedures, and strategies.
- Motivated, trained, and coached employees to maximize performance.
- On-boarded new employees, which included training, mentoring, and new hire paperwork.
- Oversaw employee performance, resolving issues, and increasing efficiency in order to meet business goals.
- Assisted General Manager in planning and execution of all work-related duties at the operational level.

- Interviewed, hired, and trained staff members, ensuring that they were well-versed in company policies and procedures.

