



## 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 10 months. Offering a can-do attitude and a track record of success in coordinating and monitoring operations across multiple departments.

### Skills:

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



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## Work Experience

FC Associate 1 January 2023 – Present

Amazon Fulfillment Center OMA2 - Omaha, NE

- Identify causes of product malfunctions.
- Resolve issues based on thorough investigation of concerns.
- Keep workspace clean and organized to maintain safe working conditions.
- Stow merchandise in assorted size bins, to be pulled for fulfillment orders.
- All items inspected for damages then scanned and stowed to insure virtual and physical locations match for accuracy.
- Operate manual pallet jack to move product throughout the warehouse.
- Follow all safety procedures in place at the facility and complete assigned tasks within deadlines set by management.

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 on a daily basis 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.

Head Grill Cook July 2015 - February 2018

Black Oak Grill - Omaha, NE

- Weighed, measured, and mixed ingredients to follow recipes and create dishes.
- Operated ovens, grills, and other kitchen equipment safely to avoid accidents.
- Prepared and flavored food that was nutritious, safe, visually appealing, and flavorful.
- Conducted daily inspections and kept track of food sanitation and kitchen equipment safety