

Alberta Lane Jackson

Positivity Is The Key To Success

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Seeking a position in a challenging environment offering excellent customer service skills that ensure a positive customer experience.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Hostess/Server

The Party Staff - Los Angeles, CA

November 2021 to Present

Provide hospitality services to requested clients.

Concession Stand Worker

Royalty Staffing - Los Angeles, CA

October 2021 to Present

Provide excellent customer service when needed

Cashier

Howards Market - Ridgecrest, CA

May 2017 to June 2018

- Process sales transactions
- Calculate the cost of products or services at the end of the last closing shift
- Reconcile cash drawers and sales receipts
- Report issues with equipment and set up needed equipment such as candy displays. etc.
- Closed the store with the proper closing receipts

Cashier

One Stop Market - California City, CA

April 2014 to March 2016

- Opened the store on time
- Process all Ebt, Debit, Credit card sales transactions and then calculate and return change when required by the payment method
- Maintain adequate change denominations in the cash drawer
- Answer customer questions about products or services
- Reconcile cash drawers and sales receipts
- Pay Bills, Cash checks, in the Tele cert System

Picker/ Packer

Sears Logistic Service - Manteno, IL

April 2006 to January 2007

- Collecting order notes to fulfill deliveries
- Picking out ordered items from storage shelves or rooms using barcodes, serial numbers, etc.
- Operating handling equipment according to industrial safety regulations
- Managing stock control, including item replenishment and storage
- Performing general warehouse duties as necessary

Sales Associate

Walmart - Bradley, IL

October 2005 to January 2006

- Greeting customers as they enter the store
- Working at the point-of-sale counter to process transactions
- Assisting customers in locating products by going through the inventory
- Calling other store locations to find items that are not available in the store based on customer requests
- Suggesting new items to customers based on their selections
- Entering sales data and customer data into the company database
- Keeping records of special orders
- Monitoring the merchandise and notifying a superior when items need to be restocked
- Arranging items such as special sale items to engage customers
- Building positive customer relationships

Production Worker

Del Monte Foods - Kankakee, IL

February 2005 to February 2005

- Assemble goods on production lines
- Maintain work areas and equipment
- Pack goods to be shipped

Assistant Store Manager

Family Dollar - Kankakee, IL

March 2003 to December 2004

- Supervise and train staff
- Review staff performance and offer constructive feedback
- Collaborate with team leads on setting and achieving team-specific goals
- Purchase inventory based on current trends, availability of new products, and customer interest
- Display merchandise to maximize purchasing appeal
- Organize sales and product demonstrations
- Write sales and customer reports and make recommendations for improvements
- Interact with customers and resolve complaints or grievances

Stocker

JOAAN FABRICS - Pasadena, CA

March 2000 to June 2000

- Receive customers and assist them with the selection of merchandise
- Display and organize products in a store for the customers to locate easily
- Maintain the outlook of the store through dusting, cleaning, and restocking merchandise on the shelves

Education

Student in the process of obtaining my High School Diploma

Montebello Adult School - Los Angeles, CA

June 2021 to Present

Skills

- CUSTOMER SERVICE (5 years)
- RETAIL SALES (5 years)
- Logistics
- Assistant Manager Experience
- Shipping & Receiving
- Packaging
- Warehouse Experience
- Organizational Skills
- Conflict Management
- Cleaning Experience
- Cashiering
- Supervising experience
- Computer skills
- Leadership
- Serving Experience
- Host/Hostess
- Store Management Experience

Assessments

Customer Focus & Orientation — Proficient

September 2019

Responding to customer situations with sensitivity.

Full results: [Proficient](#)

Retail Customer Service — Completed

November 2020

Comprehending and responding to retail customer needs

Full results: [Completed](#)

Cashier Skills — Familiar

November 2020

Counting cash, processing transactions, following written procedures, and attending to details

Full results: [Familiar](#)

Customer Service — Proficient

November 2020

Identifying and resolving common customer issues

Full results: [Proficient](#)

Customer Focus & Orientation — Familiar

November 2020

Responding to customer situations with sensitivity

Full results: [Familiar](#)

Call center customer service — Proficient

August 2021

Demonstrating customer service skills in a call center setting

Full results: [Proficient](#)

Customer service — Proficient

November 2020

Identifying and resolving common customer issues

Full results: [Proficient](#)

Work style: Reliability — Proficient

November 2021

Tendency to be reliable, dependable, and act with integrity at work

Full results: [Proficient](#)

Work style: Conscientiousness — Proficient

January 2021

Tendency to be well-organized, rule-abiding, and hard-working

Full results: [Proficient](#)

Data entry: Accuracy — Proficient

December 2020

Entering data quickly and accurately

Full results: [Proficient](#)

Social media — Completed

December 2020

Knowledge of popular social media platforms, features, and functions

Full results: [Completed](#)

Security guard skills — Familiar

November 2021

Assessing risks, enforcing security standards, and handling complaints

Full results: [Familiar](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

Skills

Additional Comments

I have the ability to learn and and be creative in various ways. I am skillful with a loyal and friendly attitude. I have excellent customer service skills and committed to join a qualified professional team.