

Eboni Jackson
Grapevine, TX
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(469) 528- 0305

Objective:

To acquire a challenging position with a solid organization utilizing the opportunity to offer proven and developing customer service skills; and responsibilities to improve organizational ability to achieve corporate goals; and honor all long-term commitments to customers, clients, employees and within the community at large.

Education:

Pursuing Associates of Arts Degree – Northlake College, Irving, TX

Skills/License(s):

- Clear Communication Skills
- Time Management
- Customer Service
- Proficient in MS Word, Excel, Powerpoint
- Types 50 wpm
- Cosmetology License
- Manage large Cash and financial transactions
- Accounting daily balance transactions

Experience:

06/2017 - Present

Licensed Cosmetologist

Sports Clips Salon

- Provide transactional customer service, including but not limited to the following: accepting and processing multiple forms of payments.
- Control financial losses by following policies and procedures.
- Consults with customers on their hair needs, recommends professional hair care services and products.
- Delivers quality technical service with emphasis on the customer's preference.
- Responsible for building a request client base through referrals and utilizing promotional materials available.
- Acknowledge and greet all Guests with friendly, prompt, and courteous service.
- Utilize product inventory of professional salon products to all salon guests.
- Meet or exceed all individual sales and productivity goals.
- Attend all mandatory education events and workshops.
- Assist in store duties (e.g., filling Salon retail displays and shelves.)
- Adhere to Salon standards for guest service and cleanliness.
- Assist management with daily activities as assigned.

05/2015 – 06/2017

Licensed Cosmetologist

Great Clips Salon

- Provided transactional customer service, including but not limited to the following: accepting and processing multiple forms of payments.
- Controlled financial losses by following policies and procedures.
- Consulted with customers on their hair needs, recommends professional hair care services and products.
- Delivered quality technical service with emphasis on the customer's preference.
- Responsible for building a request client base through referrals and utilizing promotional materials available.
- Acknowledged and greeted all Guests with friendly, prompt, and courteous service.
- Utilized product inventory of professional salon products to all salon guests.
- Met or exceeded all individual sales and productivity goals.
- Attend all mandatory education events and workshops.
- Assisted in store duties (e.g., filling Salon retail displays and shelves.)

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- Adhered to Salon standards for guest service and cleanliness.

12/2014 – 05/2015

Albertsons Grocery Chain
Front End Associate

- Checked out customer groceries efficiently and accurately.
- Upheld government regulations concerning sale of alcoholic beverages and taxation.
- Followed proper check, ATM, and credit procedures.
- Followed all cash handling procedures – meeting and exceeding regional cashier variance policy.
- Assisted with training of new Cashier and Courtesy Team Members.
- Provided excellent customer service, addressed needs of customers in a timely and effective manner and models suggestive selling techniques; answers phones and pages promptly and courteously.
- Maximized sales potential through effective and proper procedures for prepping, storing, rotating, stocking, and merchandising product.
- Performed opening, and closing duties as assigned; ensured accuracy of signs and pricing.
- Immediately reported safety hazards and violations.
- Demonstrated patience in dealing with customers and Team Members

09/2012 -08/2014

Taco Cabana Restaurant
Cashier

- Knowledgeable of all menu items, and provided customers with detailed product information.
- Processed Point of Sale (POS) transactions and accurately follow cash handling procedures.
- Personalize food delivery to the guest with a smile and specific descriptions of the items delivered.
- Visit tables after food delivery to ensure guests have everything they need (refills, condiments, etc) and that their experience has been acceptable.
- Fostered a safe work environment by following safety and security standards.
- Complete any other tasks assigned time to time by the management team.