

Tarshia Jackson

Customer service and Administrative services

Professional Summary

I have over 25 years of customer service experience. I am dedicated to bringing the best customer service experience to any company that I am employed. I am bringing active listening, problem solving, great communication, and team support.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Customer Experience Associate II

Amazon Fresh grocery store-Gaithersburg, MD

September 2021 to Present

- Customer Support: Greet, assist, and build rapport with customers to understand and meet their needs.
- Problem Resolution: Handle complaints, process returns/exchanges, and escalate complex issues to management or other departments (sales, tech).
- Product Knowledge: Explain product benefits, features, and services effectively.
- Sales & Promotion: Recommend items, suggest add-ons, and help with online order pickups.
- Store Maintenance: Keep the store clean, organized, and well-stocked (in retail).
- Documentation: Maintain accurate records of customer interactions and feedback.

Customer Experience Manager

Five Below-Fairfax, VA

June 2023 to August 2023

As a customer experience manager, I have provided excellent customer service with the staff and with the public. I am responsible for ordering candy, making sure the front end is stocked with supplies, I perform resets according to plan-o-gram, reshopped returned merchandise, recover merchandise that was out of place. Cash handling, open and close establishment.

TSA enrollment agent/ Front End Associate

Staples-Arlington, VA

March 2022 to March 2023

Contracted to enroll travelers for express check in at the airports. Gather sensitive documents and provide document enrollment. I also worked on the front end within staples. I am the first line of contact for consumers, I provide excellent customer service, my tasks are operating cash registers, answering customers' questions in person and over the phone and managing customers' returns. I am knowledgeable about staples products, promotions and policies. I ensure that the customers have a pleasant shopping experience to create retention. I also restocked shelves, organized products, and maintain a clean environment

Retail Merchandiser

Hallmark-Suitland, MD

May 2019 to June 2022

stocking shelves, arranging and maintaining product displays, pricing products, and monitoring the store inventory. Detect and analyze market trends and competitor promotion to properly maintain optimum displays of product. Enforce standards and create sales tactics training material, including informational classes on social media. Maintain and restock the company's inventory with efficiency and arrange to be credited for damaged or unused promotional items. Preserve customer relationships by responding to special requests, answering questions and coordinating training. Help your sales representatives by using unique promotional items and displaying end-cap special promotions. Set up and tear down shelving, stock inventory and maintain various store fixtures to uphold company appearance. Travel to several businesses each day to assist in product assembly or merchandise resets. Order merchandise, audit inventory and build displays while acting as a brand ambassador.

Daycare Provider

Tarshia HomeDay care-Suitland, MD
October 2007 to March 2020

provides supervision and care for children's basic needs in my home.

I performed a range of duties including preparing meals, creating lessons. Helping children with personal hygiene, maintaining cleanliness in activity areas, reading to toddlers and young children, providing mental stimulation to babies and toddlers through games and activities, and helping with homework.

Administrative Assistant

Baker Industries-Chambersburg, PA
June 2008 to June 2012

Assisted the president of the company with Administrative duties, faxing, filing, answering phones. Accompanied President in visiting prisoners and assessing and interviewing for transitional housing, handled the mailing, fundraisers.

Nordstrom warehouse

Nordstrom-Upper Marlboro, MD
April 1998 to October 2000

stocking shelves, arranging maintaining product displays, pricing products, and monitoring the store inventory. Worked in a Nordstroms warehouse, organized materials, manually inspected items, processed delivery reports and inventory.

Customer Service Representative

RadioShack-Vienna, VA
June 1997 to June 1999

Answering customer enquiries or passing them on to the appropriate department. Giving information and helping to solve customer problems. Selling products and taking orders. Arranging services for customers, for example, booking hotel rooms or arranging car hire.

Retail Merchandiser

Toys 'R' Us-Clinton, MD
June 1994 to May 1995

Answering customer enquiries or passing them on to the appropriate department. Giving information and helping to solve customer problems. Selling products and taking orders. Arranging services for customers.

Fashion Merchandiser

Hecht's Department Store-Washington, DC

April 1988 to January 1989

stocking shelves, arranging and maintaining product displays, pricing products and monitoring the store inventory.

Education

Business Administration (Associate)

Everest University-South Orlando-Orlando, FL

April 2012 to April 2014

Skills

• Retail management • Cleaning Experience • Customer service management • Teamwork • Typing • Cashiering • Cash Handling • Basic Math • Customer support • Customer Service • Loss Prevention • Windows • Childcare • Supervising Experience • Merchandising • POS • Administrative Experience • Assistant Manager Experience • Office Management • Planograms • Heavy lifting • English • Meal Preparation • Inventory Control • Human Resources • Pricing • Clerical experience • Team leadership • Microsoft Office • Organizational skills • Retail Sales

Certifications and Licenses

CPR Certification

First Aid Certification