

Kori Jackson

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Professional Summary

1. Efficient and detail-oriented customer service professional with 6 years of experience in various roles, including armed security, retail management, and childcare. Proven track record in providing exceptional customer service, managing inventory, and ensuring a clean and organized work environment. Possess a valid driver's license and certifications in forklift operation, armed security, and fire alarm operation. Skilled in babysitting, nannying, and childcare, with a high school diploma or GED. Proficient in customer service, management, and law enforcement.

2. Dedicated Armed Security Officer with 4+ years of experience in law enforcement and security roles. Proficient in customer service, management, and childcare. Possess certifications in forklift operation, armed security, and fire alarm systems. Skilled in supervising and mentoring junior officers, conducting thorough security assessments, and maintaining a vigilant presence. Committed to providing exceptional service and ensuring the safety and well-being of clients and their assets.

Authorized to work in the US for any employer

Work Experience

Armed Security Officer

SECURITY SOLUTIONS OF AMERICA-Birmingham, AL

March 2023 to Present

Security Solutions of America will enhance your security platform by integrating customized security solutions through effective performance management systems, while reducing costs. We strive to partner with our clients to build strong alliances that will protect and support what is valued most, human and business assets.

- Supervised inmate movement during daily routines such as meals, recreation time, visits, and medical appointments
- Enforced rules and regulations by monitoring inmate activities, conducting searches, and responding to incidents in a calm and professional manner
- Mentored junior correctional officers providing guidance on effective communication strategies with inmates while maintaining authority

Armed officer

Security Engineers, Inc-Birmingham, AL

February 2022 to Present

To Proactively Meet Security Needs with Welcoming Professionals and Innovative Solutions. For decades, Security Engineers has provided high-quality and well-trained personnel, responsive customer service and innovative technology integrations to organizations who expect best-in-class contract security solutions.

- Conducted thorough security assessments of premises to identify potential vulnerabilities and implement appropriate measures
- Responded promptly to alarms, emergencies, and incidents, taking immediate action to mitigate risks and maintain order
- Maintained a vigilant presence and monitored surveillance systems to detect any suspicious activities or breaches in security

Order Selector

HGH HARDWARE SUPPLY-Birmingham, AL

February 2022 to April 2022

HGH Hardware Supply is a family-owned wholesale and retail distributor of kitchen and bath cabinet hardware, woodworking supplies, and lacquer.

- Efficiently pulled and prepared orders for shipment, ensuring accuracy and timeliness
- Utilized handheld scanners to locate and retrieve items from designated locations within the warehouse
- Collaborated with team members to meet daily production goals and deadlines
- Performed quality checks on products before packaging to ensure customer satisfaction
- Demonstrated strong attention to detail when verifying item quantities against pick lists prior to packaging
- Prioritized urgent orders to ensure timely delivery and customer satisfaction
- Maintained knowledge of product specifications, including dimensions, weight limits, fragility etc

UPS Package Handler

UPS-Birmingham, AL

September 2020 to February 2022

- Utilizing "hand-to-surface" techniques when handling parcels
- Scanning, reading, and labeling packages to determine correct grouping
- Moving packages into the delivery area and loading them onto conveyor belts, trucks, or pallets
- Observing strict adherence to company policies (safety, security, uniform, package handling)
- Maintaining a clean working area
- Delivering and picking up UPS packages efficiently and effectively
- Learning and properly executing UPS safe driving methods
- Possessing a valid driver's license
- Complying with UPS appearance guidelines.

Nanny/Babysitter

Self employed (in house nanny)-Birmingham, AL

January 2018 to April 2021

- Provided full-time live-in care for children, ensuring their safety, well-being, and development
- Maintained a clean and organized household by performing daily housekeeping duties including cleaning, laundry, and meal preparation
- Managed the children's schedules and activities, coordinating appointments, school drop-offs/pick-ups, extracurricular activities, and playdates
- Created a nurturing environment by engaging in educational and recreational activities with the children such as reading books, arts and crafts projects, outdoor games
- Established open communication with parents to provide regular updates on children's progress and any concerns or issues that arose
- Assisted with homework assignments and provided academic support to enhance learning outcomes
- Ensured proper hygiene practices by teaching personal grooming habits to the children
- Managed grocery shopping and maintained inventory of household supplies to ensure adequate stock levels at all times

Retail Store Manager

Rainbow Apparel Store-Birmingham, AL

June 2017 to November 2019

- Oversaw all aspects of store operations, including sales, customer service, inventory management, and staff scheduling

- Maintained high standards of customer service by resolving escalated issues promptly and ensuring customer satisfaction
- Analyzed sales data to identify trends and opportunities for improvement; implemented targeted strategies to maximize profitability

Retail Sales Associate

Rainbow Apparel Store-Birmingham, AL

February 2017 to October 2018

- Maintained accurate inventory records and conducted regular stock checks to prevent out-of-stock situations
- Handled cash transactions accurately and efficiently, maintaining a balanced cash drawer at the end of each shift
- Collaborated with team members to achieve daily sales targets, fostering a positive work environment
- Increased customer satisfaction by resolving product-related issues in a timely and satisfactory manner
- Provided exceptional customer service, ensuring a positive shopping experience for all customers

Guest Ambassador

SeaWorld Parks & Entertainment-Orlando, FL

February 2016 to September 2016

United Parks & Resorts Inc. (NYSE: PRKS) is a global theme park and entertainment company that owns or licenses a diverse portfolio of award-winning park brands and experiences, including SeaWorld®, Busch Gardens®, Discovery Cove, Sesame Place®, Water Country USA, Adventure Island, and Aquatica®. The Company's seven world-class brands span 13 parks in seven markets across the United States and Abu Dhabi, offering experiences that matter with exhilarating thrill and family-friendly rides, coasters, and experiences, inspiring up-close and educational presentations with wildlife, and other various special events throughout the year. The Company is one of the world's foremost zoological organizations and a global leader in animal welfare, training, husbandry and veterinary care. The Company collectively cares for one of the largest zoological collections in the world and has helped lead advances in the care of animals. The Company also rescues and rehabilitates marine and terrestrial animals that are ill, injured, orphaned or abandoned, with the goal of returning them to the wild. The SeaWorld® rescue team has helped over 40,000 animals in need over the Company's history.

Education

High school diploma or GED

Fort Pierce Central High School - Port Saint Lucie, FL

January 2014 to May 2018

Skills

- Babysitting (3 years)
- Management (2 years)
- Toddler Care (5 years)
- Supervising experience
- Law Enforcement (2 years)
- Infant Care (5 years)
- Nannying (3 years)
- Childcare (4 years)
- Customer Service (4 years)
- Security (3 years)

Certifications and Licenses

Forklift Certified

March 2022 to Present

Moving pallets , shipment an restocking / loading trucks for on time delivery .

Armed Security License

Guard Card

Driver's License

September 2020 to September 2024

Fire Alarm License

August 2023 to August 2024

Alabama security regulatory board

May 2023 to July 2024

Armed security private officer

Alabama security regulatory board

July 2022 to July 2024

Unarmed private security officer