

# Terri Jackson

Fort Worth, TX 76140

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I'm very hard working person that's willing to learn and catch on fast.

Authorized to work in the US for any employer

## Work Experience

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### **Leasing Agent/Assistant Manager**

Certified Apartment Staffing-Arlington, TX

February 2023 to Present

I'm very hard work real estate agent I have work with different types of properties as well as different programs and things I don't know I'm willing to learn and grasp very quickly

### **Customer Service Representative**

Payless Power-Fort Worth, TX

May 2022 to January 2023

### **Customer Service Representative (CSR)**

BSwift-Fort Worth, TX

August 2021 to April 2022

i am csr that help associate with there benefit plans such as like helping with password resets, trouble shooting for them if they are having a issue with the system, help make changes to their benefits or add plans and also provide them with information on their benefits

### **CSR - Customer Service Representative**

Aetna, a CVS Health Company-Texas

February 2018 to September 2020

i help customers with their login information and password reset ,help navigate through the system and direct to the right place they should be in the system. renew benefits for new, part time and fulltime employees. also i help them with information on the benefits that have for that year and help with changing anything they would need help with. data entry

### **Financial machine operator**

Broadridge Financial Solutions, Inc.-Coppell, TX

February 2017 to January 2018

### **sorter**

Newgistics

January 2016 to February 2017

Duties:Mail sorter mail processing mail scanning

### **Wireless Sales Associate/customer services rep.**

Walmart-Irving, TX

September 2010 to June 2013

Duties: Help customers find Electronics they are looking for and activate phones and help customers get upgrades on their phones and with phone accessories

### **representative**

E-Sports

December 2006 to January 2010

Duties: data entry, taking customers calls about their orders. making order and taking customer's orders. Sales and merchandising sales and more.

## Education

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### **High school or equivalent in Computer science**

Collinwood High School - Cleveland, OH

## Skills

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- Merchandising (4 years)
- Sales (3 years)
- WIRELESS (2 years)
- SCANNING (1 year)
- CSR (5 years)
- Call Center (4 years)
- Telecommunication
- Microsoft Office
- Customer Service
- Live chat
- iOS
- Java
- Telemarketing
- Android
- Agile
- Front desk
- Technical support
- Care plans
- Documentation review
- CRM software
- Customer support
- E-commerce
- Windows
- Negotiation
- Marketing
- Low voltage

- LAN
- Help desk
- WAN
- CCTV
- SharePoint
- Computer hardware
- Computer Networking
- Software Troubleshooting
- Network Support
- Operating Systems
- MySQL
- DHCP
- Bilingual
- English
- Data entry
- Communication skills
- Multilingual
- NEC
- Revit
- Bluebeam
- Yardi
- LIHTC
- OneSite

## Certifications and Licenses

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### **Certified Apartment Manager**

### **Driver's License**

### **Certified Property Manager**

### **CMCA**

## Assessments

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### **Customer service — Proficient**

December 2021

Identifying and resolving common customer issues

Full results: [Proficient](#)

### **Customer focus & orientation — Proficient**

December 2021

Responding to customer situations with sensitivity

Full results: [Proficient](#)

### **Technical support — Completed**

February 2022

Performing software, hardware, and network operations

Full results: [Completed](#)

### **Sales skills — Proficient**

December 2021

Influencing and negotiating with customers

Full results: [Proficient](#)

### **Technical support: Customer situations — Completed**

February 2022

Responding to technical support situations with sensitivity

Full results: [Completed](#)

### **Call center customer service — Completed**

December 2021

Demonstrating customer service skills in a call center setting

Full results: [Completed](#)

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

## Additional Information

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Skills: trouble shooting system navigation password reset

Mail sorting, mail processing, mail documentation, mail scanning, data entry, typing skills, computer skills, Customer service skills, electronics skill, Wireless skills, document processing skills, CSR skills, sales skills, merchandising skills, call center skills, telecommunication skills and more.