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ERIKA JACKSON

Administration

PROFESSIONAL SUMMARY

Administration professional with over 18 years of experience in enhancing operational efficiency and fostering a collaborative work environment. Demonstrates a strong command of computer literacy, time management, and advanced communication skills, driving exceptional results in management and training roles. Passionate about leveraging innovative strategies to improve team performance and customer satisfaction, with a keen eye for detail and a commitment to continuous improvement.

EMPLOYMENT HISTORY

FITNESS CONSULTANT **Apr 2022 - Aug 2024**
EoS Fitness ***Las Vegas, NV***

- Guides gym members in policy comprehension, resolves inquiries, enhances overall experience.
- Fostered a welcoming environment, ensuring members felt valued and motivated to achieve their fitness goals.
- Implemented personalized fitness assessments, leading to tailored workout plans that improved member retention rates.
- Coordinated group fitness classes, enhancing member engagement and building a sense of community among participants.
- Analyzed member feedback to refine service offerings, resulting in measurable improvements in satisfaction scores.
- Developed a referral program that incentivized existing members to bring in new clients, driving noticeable growth in membership.
- Cultivated a positive atmosphere by actively listening to member concerns and providing personalized guidance, enhancing their journey towards fitness.

AUTOZONER **Jan 2022 - Mar 2022**
AutoZone ***Las Vegas, NV***

- Replaced batteries and lights, handled cashier tasks, enhancing customer satisfaction.
- Executed battery and light changes, managed cash register, improved service efficiency.
- Performed battery and light replacements, occasionally cashiered, ensuring smooth operations.
- Provided exceptional customer service by assisting clients with auto parts selection, ensuring satisfaction and repeat visits.
- Executed battery, light, and wiper changes efficiently, enhancing vehicle performance and reducing customer wait times.
- Worked closely with team members to streamline inventory management, ensuring optimal stock levels and minimizing shortages.
- Implemented a new system for tracking customer preferences, leading to tailored service offerings and improved sales.
- Conducted thorough inspections of vehicle components, identifying issues early and facilitating timely repairs.
- Enhanced customer experience by swiftly replacing batteries and lights, leading to increased customer loyalty and repeat business.

SECURITY GUARD **Jun 2021 - Dec 2021**
Allied Universal ***Culver City, CA***

- Trained new recruits, monitored surveillance, ensured alarm accuracy, and facilitated site access.
- Trained new on-the-job trainees, fostering a collaborative learning environment that enhanced team performance and confidence.
- Monitored CCTV systems to ensure client safety, resulting in a measurable reduction in incident reports and improved client trust.
- Patrolled locations to respond promptly to alarms, ensuring swift resolutions that minimized potential security breaches.
- Assisted clients with secure access to corporate sites, enhancing operational efficiency and strengthening client relationships.
- Maintained accurate logs of daily security activities, contributing to comprehensive reports that informed management decisions.
- Conducted thorough patrols and surveillance checks, leading to a noticeable decrease in security incidents and heightened client satisfaction.

PATROL OFFICER **Jan 2021 - Jun 2021**
Inter-con Security ***Pasadena, CA***

- Fostered strong relationships with clients, enhancing trust and facilitating effective communication for timely service delivery.
- Scheduled and dispatched personnel efficiently, achieving a significant reduction in response times and improving overall service efficiency.
- Monitored equipment and personnel locations using advanced tracking systems, enabling better coordination and resource allocation.
- Prepared and relayed work orders, ensuring seamless communication between teams and boosting operational effectiveness.
- Maintained accurate records of service requests and performance metrics, contributing to data-driven improvements in service quality.
- Conducted routine patrols to deter crime, resulting in enhanced community safety and increased public trust in law enforcement.

RECRUITER **Feb 2020 - Dec 2020**
Robert Half ***Los Angeles, CA***

- Streamlined recruitment processes, enhancing candidate experience and achieving noticeable gains in placement speed.
- Coordinated with hiring managers to define role requirements, ensuring alignment and improving candidate quality.
- Analyzed recruitment metrics to identify trends, enabling data-driven decisions that optimized sourcing strategies.
- Provided guidance to candidates throughout the hiring process, fostering positive relationships and enhancing employer brand.
- Implemented new sourcing techniques, utilizing social media to reach a broader audience and attract diverse talent.
- Spearheaded recruitment initiatives that improved candidate quality and reduced time-to-fill for key roles, ensuring alignment with business needs.

SUPERVISOR STOCK TEAM **Sep 2019 - Jan 2020**
Target ***Los Angeles, CA***

- Process payments and issue receipts, refunds, and credits.
- Stock shelves and mark prices on items.
- Led a team of stock associates to ensure timely stock replenishment, resulting in enhanced product availability and improved customer satisfaction.
- Fostered a supportive environment by training new staff on best practices, leading to noticeable improvements in team efficiency and morale.
- Monitored inventory levels and analyzed stock movement trends, enabling informed decisions that minimized waste and maximized sales.
- Implemented a new shelving system that optimized product visibility, contributing to marked gains in sales of featured items.
- Engaged with customers to provide exceptional service, enhancing their shopping experience and building lasting relationships.

ADMINISTRATION ASSISTANT **Sep 2018 - Jul 2019**
VSEDC ***Los Angeles, CA***

- Fostered a collaborative office environment, enhancing team morale and communication to improve overall productivity.
- Streamlined payroll processing, ensuring timely disbursement of salaries and reducing discrepancies by implementing effective tracking methods.
- Maintained and analyzed filing systems to improve document retrieval, resulting in noticeable gains in operational efficiency.
- Executed precise data entry for database management, significantly enhancing accuracy and supporting decision-making processes.
- Coordinated successful events and meetings, elevating stakeholder engagement and strengthening organizational relationships.
- Streamlined administrative processes to enhance workflow efficiency, leading to measurable improvements in task completion rates.

HOUSEKEEPER **Mar 2015 - Dec 2017**
Embassy Suites by Hilton ***Los Angeles County, CA***

- Demonstrated strong attention to detail by consistently maintaining cleanliness standards, ensuring guest satisfaction and repeat visits.
- Streamlined room cleaning processes, resulting in faster turnaround times and improved operational efficiency.
- Worked closely with front desk staff to address guest requests promptly, enhancing overall service quality and guest experience.
- Employed a positive attitude while interacting with guests, contributing to a welcoming atmosphere and fostering loyalty.
- Conducted regular inspections to identify maintenance needs, leading to timely resolutions and reduced service interruptions.
- Executed thorough room inspections to uphold cleanliness standards, ensuring guest satisfaction and fostering repeat visits.

SUPPLY TECHNICIAN **Jan 2014 - Aug 2015**
Cedars-Sinai ***Los Angeles County, CA***

- Occasionally assist with preparing instruments for surgery.
- Streamlined inventory management processes, leading to noticeable reductions in supply discrepancies and enhanced operational efficiency.
- Collaborated with surgical teams to ensure timely availability of instruments, fostering a reliable environment crucial for patient care.
- Monitored supply chain metrics to identify trends and optimize stock levels, achieving substantial improvements in inventory turnover.
- Maintained accurate records of incoming and outgoing supplies, ensuring compliance with health regulations and supporting audit readiness.
- Implemented best practices for supply handling, significantly improving adherence to protocols and enhancing overall service quality.
- Enhanced inventory tracking systems, resulting in improved accuracy and reduced discrepancies across the supply chain.

IN HOME CAREGIVER **Jul 2006 - Dec 2012**
In Home Support Services (IHSS) ***Los Angeles, CA***

- Assist father and son with autism and mental health issues.
- Provided compassionate care to clients with special needs, fostering trust and improving their overall well-being.
- Implemented personalized care plans that led to substantial improvements in clients' daily living skills and independence.
- Worked closely with healthcare professionals to coordinate effective care strategies, enhancing communication and support for families.
- Maintained accurate records of clients' progress and care activities, ensuring compliance with health regulations and promoting accountability.
- Advocated for clients' needs within the community, strengthening access to resources and support services.
- Provided compassionate support for clients with autism, fostering trust and enhancing their emotional well-being.

INTAKE WORKER **2013**
Home at last ***Los Ángeles***

- Facilitated client intake, ensuring efficient assessments and reduced wait times.
- Enhanced client satisfaction by tailoring services to specific needs through detailed analysis.
- Collaborated with teams to gather comprehensive client information, ensuring holistic care.
- Implemented digital systems to streamline processes, improving client satisfaction metrics.
- Assisted in meal preparation and safety monitoring, supporting overall operational efficiency.
- Partnered with healthcare professionals to compile detailed client profiles, ensuring comprehensive care strategies.
- Developed educational materials on available resources, increasing client engagement and informed decision-making.
- Coordinated with healthcare teams to ensure seamless information sharing, enhancing the quality of care provided.
- Fostered a client-centered approach by actively listening and addressing individual needs, cultivating trust and rapport.
- Analyzed client feedback to identify service gaps, leading to targeted improvements and increased client satisfaction.
- Actively listened to clients' concerns, fostering a trusting environment that encouraged open communication and enhanced overall satisfaction.

EDUCATION

HIGH SCHOOL DIPLOMA **2003 - 2006**
King/Drew Medical Magnet High School ***Compton, CA***

Graduated with a 3.5 gpa.

SKILLS

Time management *(Expert)*, Supervisory *(Expert)*, Office suite *(Expert)*, Sales *(Expert)*, Training *(Expert)*, Administrative *(Experienced)*, Security *(Expert)*, Microsoft Excel *(Skillful)*, Microsoft Office *(Skillful)*, Leadership *(Expert)*, Dispatching *(Experienced)*, Medical billing *(Experienced)*, Computer skills *(Experienced)*, Data entry *(Experienced)*, Human resources *(Expert)*, Customer service *(Expert)*, Medical office *(Expert)*, ICD-10 *(Experienced)*, Project management *(Experienced)*, Microsoft Powerpoint *(Skillful)*, Driving *(Expert)*, Property management *(Skillful)*, Front desk *(Expert)*, Management *(Expert)*, Medical terminology *(Experienced)*, Medical Records *(Experienced)*, Filing *(Expert)*, Research *(Experienced)*, Typing *(Experienced)*, Communication *(Expert)*, Microsoft Word *(Skillful)*, Word Processing *(Skillful)*, Medical Coding *(Experienced)*, CPT Coding *(Experienced)*, CCTV *(Experienced)*, Order Entry *(Expert)*, Computer literacy *(Expert)*, English *(Expert)*, Hotel experience *(Expert)*, Fraud *(Expert)*, Guest services *(Expert)*, Warehouse experience *(Experienced)*, Cash handling *(Expert)*, Shipping & receiving *(Expert)*, Phone etiquette *(Expert)*, Clerical experience *(Expert)*, Microsoft Outlook *(Skillful)*, Writing skills *(Experienced)*, Patient observation *(Expert)*, Test-driven development *(Skillful)*, HIPAA *(Expert)*, Insurance Verification *(Skillful)*, Housekeeping management *(Expert)*, Recruiting *(Expert)*, Intake *(Expert)*, Case management *(Skillful)*, Event planning *(Skillful)*, Inventory control *(Expert)*, Quality assurance *(Expert)*, Team building *(Expert)*, Social media management *(Experienced)*, Conflict resolution *(Expert)*.

ADDITIONAL INFORMATION

CERTIFICATIONS AND LICENSES

- First Aid Certification (April 2024 to April 2026)
- AED Certification (April 2024 to April 2026)
- Guard Card
- BLS Certification (April 2024 to April 2026)
- CPR Certification (April 2024 to April 2026)
- Blood pathogen (April 2024 to April 2026)