

# Jay Robertson

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Fort Worth, TX | 972-821-7687 | Jazealous.Robertson@Gmail.com

## QUALIFICATION SUMMARY

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Senior majoring in business & marketing at the University of Texas at Arlington. Strong and consistent background in team leading, problem-solving, critical thinking, and challenging environments. Seeking experience in social media marketing & branding, focusing on customer service and sales.

## KEY SKILLS

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- ✓ Teamwork
- ✓ Oral Communication Skills
- ✓ Detail Oriented
- ✓ Multi-task
- ✓ Team Leadership
- ✓ Problem-Solving
- ✓ Critical Thinking
- ✓ Project Management
- ✓ Written Communication Skills

## TECHNICAL SKILLS

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MS Word | MS Excel | MS Teams | Zoom | Office 360 | Google Drive

## EDUCATION

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**Bachelor of Business Administration in Management** December 2023  
University of Texas at Arlington

**Bachelor of Business Administration in Marketing** December 2023  
University of Texas at Arlington

**Associate of Art in Business** May 2021  
Tarrant County College

## PROFESSIONAL EXPERIENCE

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Customer Service Associate August 2020 – January 2021  
**AMC** Fort Worth, Texas

- Accommodated incoming customers and helped them purchase products
- Tended to over 350+ customers per day
- Lead & collaborated with teams to excel in expected goals from the corporation

Customer Service Associate June 2022 – October 2022  
**Buffalo Wild Wings** Fort Worth, Texas

- Daily communication with customers, reviewing their personal store experiences.
- Involved in leading a team to ensure the best customer experience & tending to all needs.
- Reducing customer complaints 45% by increasing effectiveness in customer service strategies.
- Tended to over 120+ customers per day

Sales Associate May 2021 - September 2021  
**Tilly's** Fort Worth, Texas

- In team setting, reaching daily (\$5,000-10,000) & weekly (\$20,000+) sales goals for store
  - Daily communication with customers, reviewing their personal store experiences.
  - Tended to over 95-115+ customers per day
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