

ANDRE JACKSON

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Professional Summary

Customer service professional dedicated to effective team management, problem solving and customer satisfaction.

Skills

- Effective problem solver
- Effective workflow management
- Exceptional interpersonal communication
- SAP and ERP system knowledge
- Excellent time management skills
- Word and Excel
- Skilled trainer
- Microsoft Outlook
- Process improvement specialist

Work History

Financial Management Specialist, 05/2015 to Current

US Army-Fort Stewart – Fort Stewart, GA

- Investigated and resolved customer inquiries and complaints in a timely and empathetic manner.
- Served as the main liaison between service members and DFAS ROME.
- Managed wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently.
- Briefed service members daily (30-70) on valuable information regarding entitlements.
- Operated and carried out finance missions overseas in South Korea with local civilians.
- Processed 5,000 military finance cycles at a 98% accuracy during the fiscal year. (2015-2016)

Assistant Manager, 10/2013 to 04/2014

Car-Mart of Covington – Covington, GA

- Cross-trained and backed up other customer service managers.
- Adhered to all confidentiality requirements at all times.
- Assumed ownership over team productivity and managed work flow to meet or exceed quality service goals.

- Fostered an environment which encouraged continual process improvements.
- Maintained accurate records of past due customer account activity.
- Managed work flow to exceed quality service goals.

Education

Bachelor of Arts: Business Administration Supply Chain Management , 2016

Clark Atlanta University - Atlanta, GA

Certifications and Courses

Financial Management Certification

Logistics Management

Modeling Supply Chain

Procurement

Quality, Diversity, Productivity

Production Operation Management