

Damion Jackson

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Damion Jackson's Resume

Work Experience:

Co-Owner – YOURSHOPEXCURSION -Houston, TX (03/2023 – Present)

- Managing the daily operations of the online clothing boutique and continuously updating the site to ensure optimum visitor/customer experience.
- Designed and launched website with online ordering system, increasing engagement by 200% and drastically increasing sales as well.
- Answering our call line to engage with any questions or concerns from patrons or potential patrons.
- Running promotions on social media platforms to increase exposure and sales.
- Operating within nonprofit organizations in the community to give back (Goodwill, Salvation Army, etc.)
- Crafting monthly email newsletters and social media marketing campaigns to increase leads by 300/month.
- Handling analytics and accounting that has increased efficiency by 75%

Owner/Operator – HEALING KULTURE – Houston, TX (05/2018 – Present)

- Handcrafting organically and fair sourced body care for consumers to purchase.
- Manage day to day operations of the online marketplace and social media outlets.
- Vending local markets around the Houston, expanding my customer base and connecting with other artists/creators/entrepreneurs.
- Answering calls from clients and placing calls to clients to confirm bookings and resolve any issue that a customer has.
- Booking clients for Tarot and Divination services.
- Promoting products on multiple channels, including social media, online ad campaigns and word of mouth initiatives.
- Overseeing and studying analytics to better understand the base that's being served and to better understand directives and needs.
- Creating and balancing budgets for my small business to increase my efficiency by 78%.
- Content creating and video and photo editing for social media content and item promotions.
- Purchasing inventory needed to craft items below market price to increase profits.

- Crafting social media campaigns that have also increased this businesses leads by 200/month.

Server - STAR PIZZA - Houston, TX (09/2022 - Present)

- Greeting customers with a smile and a happy demeanor.
- Engaging with and understanding our customers, including identifying and responding to customer needs through clear and present communication.
- Resolving any issues and concerns of the guests.
- Informing management of items we may be running short on (before they run out) and rotating items in the restaurant using the FIFO method.
- Delivering exceptional experiences to all of the guests, along with showcasing an in depth knowledge of our food and beverage offerings, assisting them in selecting food items that would pair well and handling POS systems that process cash and credit payments.
- Adhering to the safety and health protocols of the establishment.
- Exuding high team building aptitude and showing developed interpersonal skills.
- Serving and pouring alcoholic beverages for our guests through the proper measures within the articulations of the TABC.
- Preparing checks that itemize and total meal costs and sales taxes.
- Bussing and pre-bussing my tables and other tables in the establishment.
- Upselling items of higher price points and better quality for a stronger PPA and optimum guest experience.
- Daily side work and mid work duties to keep up the cleanliness of the restaurant and ensuring any new measures for more efficiency are shared with proper management.

Corporate Trainer/Server - DISH SOCIETY - Houston, TX (01/2019 - 06-2021)

- Efficiently trained new employees of any position, (including cashiers, expo, shift managers, AGMs, hosts, baristas and bartenders and any other front of house position) in our location for their optimal performance.
- Implemented new ideas to further the growth of our company through social media and in store. This included Instagram promotions for our former farmer's market, for example.
- Participating in charitable efforts by the farm to table concept.
- Greeting customers with a smile and a happy demeanor.
- Engaging with and understanding our customers, including identifying and responding to customer needs through clear and present communication.
- Resolving any issues and concerns of the guests.
- Informing management of items we may be running short on (before they run out) and rotating items in the restaurant using the FIFO method.
- Delivering exceptional experiences to all of the guests, along with showcasing an in depth

knowledge of our food and beverage offerings, assisting them in selecting food items that would pair well and handling POS systems that process cash and credit payments.

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Server/Bartender – NATACHEES SUPPER N PUNCH – Houston, TX (06/2018 - 01/2019)

- Greeted and interacted with guests, along with ensuring an optimal and exceptional experience.
- Making signature cocktails for guests.
- Pouring and serving beer and alcohol.
- Assisting customers in placing their orders and giving attentive and knowledgeable service.
- Handling cash and credit card payments.
- Handling POS software.
- Upselling items for a more optimal PPA, while enhancing the guests experience.
- Prepping and expo duties.
- Running food to tables and bussing mid dining as well as post bussing.
- Upkeep of the restaurant's cleanliness, in correspondence with the health and safety regulations.
- Assisting with the social media campaigns to bring in more customers to enjoy a unique dining experience.

Director's Assistant – Pruitt and Pruitt Funeral and Cremations – Houston, TX (09/2009 – 12/2018)

- Performed the funeral services with my cohorts for the family. This included pallbearing, guiding families through the sequence of the funeral services, giving speeches on behalf of the home for the family.
- Ordered floral arrangements for the family's service.
- Clerical duties and answering phone calls to assist families with any needs that have to be met for the best celebration of life.
- Dressing the body with the chosen attire by the family for their service.
- Performing the body fitting for the caskets.

- Aiding families choose the proper caskets or cremation packages.
- Mobile assistant duties for the funeral director, including picking up and dropping off packages and transporting documents to and fro any family, provider or institution that we may be working with.
- Leading funeral processions for the families on the way to burial plots.
- Being a support system and pillar for grieving families within a professional, yet human manner.

Front Desk Sales Representative – LA QUINTA INN AND SUITES – Houston, TX (01/2010 – 09/2014)

- Receiving 50+ calls a days and redirecting them to the appropriate department
- Greeting guests with a great attitude and maintaining the visitor management system.
- Handling cash and credit card payments and adhering to the cash handling policy.
- Efficiently and effectively trained multiple employees that were incoming.
- Printed out and checked out multiple pieces of mail a day.
- Coordinating any resolutions necessary to ensure the satisfaction of those staying with us.
- Managing online reservations.
- Operated the lobby breakfast for all of the guests in the morning with prep, expo, and refreshing meal items as they were ready. I broke down those same operations to return to a clean state and to be ready for the next morning.
- Book clients for our conference room and tending them during their visits.
- Ordering and distributing office supplies.

Shift Manager – LITTLE BIG'S – Houston, TX (12/2013 – 08/1014)

- Managed inventory for shifts and ordered supplies.
- Interacted with guests and ensured they had an exceptional experience.
- Training new employees on proper safety procedures and food handling.
- Organized staff schedules.
- Prepare supplies for busy weekdays lunches.
- Ordered alcohol and also served wine and beer to our guests.
- Took orders and presented guests with food to their tables.
- Table touching to be present and aware of our guests experience throughout their visit.
- Handled checks for our employees and logged hours.
- Managed the store security systems for the protection of the establishment.
- Interacted with sister restaurants to cross train and fill positions needed at different locations.

Assistant Event Planner – HOUSTON POLO CLUB – Houston, TX (03/2011 – 03/2013)

- Assisting the Event Coordinator of the Polo Club with planning and organizing parties and

events.

- Interacting with potential prospects and current clients to discover their needs and implement ways to make it happen.
- Ordering arrangements, food and alcohol.
- Setting up the décor and seating, keeping direct contact with clients.
- Selling seasonal tickets to the events and parties.

To Go Server – PAPPADEAUX – Houston, TX (12/2008 – 01/2011)

- Daily side work and mid work duties to keep up the cleanliness of the restaurant and ensuring any new measures for more efficiency are shared with proper management.
- Greeting guests with a great attitude and maintaining the visitor management system.
- Handling cash and credit card payments and adhering to the cash handling policy.
- Efficiently and effectively trained multiple employees that were incoming.
- Taking orders for carryout and making sure everything is correct and that the guests enjoy their visit.
- Taking calls for restaurant questions and over the phone orders.

Census Enumerator – US CENSUS BUREAU - Houston, TX (04/2010 to 06/2010)

- Went door to door to collect information, by conducting extensive surveys, all in the goal of retrieving the accurate information needed by the Federal Government for statistics and ratios
- Surveyed areas where home and trailers have been removed/torn down and that were vacant and reported data back to the Census Bureau.

Education:

Associate in Science - Houston Community College

January, 2011 – May, 2013

High School Diploma - Mirabeau B. Lamar High School

August, 2007 – May, 2009

Skills:

70 WPM (10+ years)

Data Entry (10+ years)

Excel (10+ years)

Lotus Notes (Less than 1 year)

MS Word (10+ years)

Bartending

Catering

Door-to-Door Experience

Guest Relations Experience

Guest Services

Restaurant Experience

Upselling

Busser

Store Management Experience

Statistics

Merchandising

POS

Banquet Experience

Host/Hostess

Leadership

Cooking

Cash Handling

Interviewing