

## Kai Jackson

Location: Los Gatos, CA | (408) 455-7907 | [kai.jackson@sjsu.edu](mailto:kai.jackson@sjsu.edu)

---

- Customer Service
  - Team Collaboration
  - Self Motivated
  - Flexible
  - Mac-OS & Windows 10
  - Time-Management
- 

### Education

#### **Bachelor of Science in Business Administration, Management Information Systems**

San Jose State University, San Jose CA

Course Work: Business Programming, Business Writing, Global Business, Business Ethics

### Work experience

**Stockroom Associate**, Crate and Barrel, San Jose, CA      January 2019 - Present

- Optimize truck receiving processes, improving inventory accuracy by 10% and reducing processing time by 15%
- Communicate with managers to create updated training for new employees, increasing retention rate by 70%
- Integrate more efficient packing methods, resulting in a 30% increase in total number of customer orders shipped out

**Field Crew**, West Valley Slammers, San Jose, CA      January 2014 - December 2017

- Implemented standard operating procedures, decreasing setup time by 15%
- Cooperated with coaches and parents to ensure fields were set up to correct standards, reducing error by 80%