# Marko Jackson

*Customer Service and Retail Operations Professional*

Jacksonville · Florida · US

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*Layout style: hybrid*

## Summary

Detail-oriented customer service and retail operations professional with 12 years’ experience in high-volume environments including financial services, office administration, and retail. Adept at servicing and retaining client accounts, managing confidential information, and providing exceptional client-facing support. Strong background in handling transactions, document processing, and issue resolution. Eager to transition into a commercial insurance account management role; currently preparing for the State of Florida 2-20 General Lines (P&C) License. Brings transferable skills in account maintenance, problem-solving, and administrative support to ensure a seamless client experience.

## Experience

### Client Service Associate at First Atlantic Bank

01 Oct 2021 – Present

Maintain and service up to 120 client accounts with a primary focus on accuracy and confidentiality, including updating client information and processing routine requests. Respond to client inquiries via phone, email, and in-person, ensuring prompt resolution or escalation of issues such as transaction errors, account questions, and card disputes. Process deposits, withdrawals, account changes, and check orders; support document preparation for product renewals and new accounts. Collaborate with team on monthly customer outreach campaigns, resulting in an average 7% increase in client feedback submissions each quarter. Assist with marketing materials and compliance checks for non-insurance products, keeping account documentation organized for audits.

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### Assistant Store Manager at Office Supermart

01 Apr 2016 – 01 Sep 2021

Managed daily operations and coordinated schedules for a team of 10 employees, emphasizing strong client relationships and upselling business solutions to commercial clients. Supported high-traffic front-end and office supply/business machines departments, including resolving client issues regarding orders, returns, and warranty claims. Handled cash balancing, POS system troubleshooting, and inventory reviews; maintained records for office services ledgers, with minor involvement in insurance/warranty add-ons. Facilitated initial client onboarding for bulk and B2B accounts, ensuring proposal summaries and contract document delivery. (Company offered business/office insurance via third-party partners but no direct insurance administration.) Managed vendor relationships and participated in annual audits.

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### Customer Service Representative at ShopKing General Store

01 Jun 2012 – 01 Mar 2016

Provided front-line service to both retail and small business customers in a fast-paced store offering groceries and limited insurance kiosk services. Processed 100+ transactions per shift, including policy payment acceptance for third-party insurance vendors. Maintained merchandising, replenished inventory, and ensured accurate account documentation for promotional incentives. Handled basic client requests related to store-offered insurance products but did not administer policies directly.

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### Administrative Support Specialist (Contract) at Various Temporary Assignments

01 Jan 2011 – 01 May 2012

Supported staff with data entry, file organization, appointment scheduling, and basic processing of new client paperwork. Worked on short-term projects transcribing confidential documents, assisting with claim packets (in non-insurance capacities), and helping with bulk mail campaigns.

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## Education & Training

### Bachelor of Business Administration (BBA), General Business

University of North Florida

– 01 May 2011

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| **Skills**  Account maintenance & customer service, Managing confidential client information, Transaction processing & invoicing, Issue resolution & follow-up, Schedule & document management, Cross-functional teamwork, MS Office Suite, Google Workspace, basic CRM tools, Data entry & recordkeeping, Problem-solving & multitasking, Written & verbal communication, Attention to detail, Time management, Conflict de-escalation, Cash handling, Basic bookkeeping, Policy/procedure compliance (non-insurance areas), Proposal and summary preparation (for internal projects), Relationship cultivation, New account setups, Customer retention support, File organization  **Languages**  English — Native  Spanish — Conversational  **Certifications**  Florida 2-20 General Lines (Property & Casualty) License | 2024-08-01  State of Florida  Certificate in Customer Service Excellence | 2020-01-01  Coursera/University of California  **Awards**  Consistently maintained a 98% or higher accuracy rate on client transaction processing | 2022-01-01  First Atlantic Bank  Consistently maintained a 98% or higher accuracy rate on client transaction processing (First Atlantic Bank, 2022–2024)  Employee of the Quarter | 2019-04-01  Office Supermart  Recognized as Employee of the Quarter (Office Supermart, Q2 2019) for outstanding customer satisfaction improvements  Supported annual internal records audit with zero compliance findings  Office Supermart  Supported annual internal records audit at Office Supermart with zero compliance findings for store documentation  Appointed to pilot B2B customer onboarding process | 2019-01-01  Office Supermart  Appointed to pilot B2B customer onboarding process, leading to 15% increase in commercial repeat business (2019–2020) | **Interests**  Local soccer leagues  Volunteering with Junior Achievement (financial literacy education)  **References**  Available upon request |