



**JAY'VIEON  
JACKSON**

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## EXPERIENCE

### **AMAZON INC., UNION, OH**

Process Guide | Jan 2024 – Feb 2026

Executed tasks when the process assistant was out, such as coming in a little early before my shift to ensure that AAs are ready to be staffed and have a station when they clock in and are ready to work.

Conducted piles and standard work piles throughout the day when applicable.

Engaged with associates to maintain healthy work relationships and ensure they were comfortable in their positions and up to par with protocol and quality standards.

Learning Ambassador | Aug 2023 – Feb 2026

Trained 100+ new hires as well as cross-trained associates into ICQA (count). I've worked with them to ensure their quality meets expectations, resulting in less coaching.

Observed AAs' paths and established ways to increase productivity and decrease errors. I've handed out ASIN Progression cards and explained what it was to ensure they knew what ICQA's protocols are and that they're following it.

### **AMAZON INC., ENGLEWOOD, OH**

XLSC Associate | June 2022 – Aug 2023

Performed TDR. TDR trailers in and out of the building efficiently and safely.

Coached new hires as well as current employees on proper procedures to follow when working in sort, such as making sure they were following the 5-3-5 method when wrapping pallets and not stacking too high.

Assisted and staff AAs based on business needs as well as skills.

Directed safety meetings and addressed safety concerns and ideas to make the building safer.

Implemented tasks such as spreading out 5S more to decrease incidents and reports while also creating more room to move around safely.

## OBJECTIVE

Seeking a career opportunity in operations where I can use my skills of management, problem solving, analysis, and execution to improve Amazon's workflow as well as expand and learn new skills.

## EDUCATION

### **SINCLAIR COMMUNITY COLLEGE - DAYTON, OH**

Associate of Applied of Sciences

Visual Communications | Jan 2023 - May 2025

### **MIAMI VALLEY CTC, CLAYTON, OH**

Certificate in Digital Design | May 2021

GP8 3.8

Earned college credits for Math 1340, Precalculus

## SKILLS

**Visual Communication:** Visual storytelling, typography selection, color theory and application, hierarchy and layout

**Graphic Design:** Adobe Creative Suite (Photoshop, Illustrator, InDesign etc.), logos/corporate identity, social media branding, print production

**Drawing and Illustration:** Two and three-point perspective, conceptual thumbnail sketches and rough sketches, storyboards, digital illustration

**Multidisciplinary Art:** Worked with different mediums such as acrylic, graphite and watercolor

**Multimedia:** Web design, UI/UX design, video, digital photography, motion graphics, editing

**Microsoft Office:** Proficient in Microsoft programs like Microsoft Word, PowerPoint, Outlook, and Excel.