

JASMINE DOTSON

Dallas, TX 75212

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Authorized to Work in the U.S. | Open to Relocation | Available Immediately

PROFESSIONAL SUMMARY

Customer-focused, high-energy professional with 5+ years of experience delivering exceptional service in call-center-style environments, retail, logistics, and fast-paced operations. Known for clear communication, problem-solving, multitasking, and maintaining professionalism under pressure. Proven ability to manage high customer volume, resolve issues efficiently, process payments accurately, and exceed service expectations. Strong attention to detail, reliable work ethic, and a natural ability to build rapport with customers. Customer satisfaction is my priority—every call, every interaction.

CORE COMPETENCIES

- Inbound & Outbound Customer Calls
- Customer Issue Resolution & De-escalation
- Call Documentation & Data Entry
- Payment Processing & POS Systems
- Phone Etiquette & Active Listening
- Multitasking in High-Volume Environments
- CRM / ERP Systems (SAP)

- Microsoft Word, Excel & Outlook
 - Order Accuracy & Attention to Detail
 - Time Management & Reliability
 - Team Collaboration & Support
 - Logistics & Delivery Tracking
 - Safety Compliance & Workplace Standards
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PROFESSIONAL EXPERIENCE

Package Handler

OnTrac – DeSoto, TX

January 2025 – March 2025

- Processed high-volume shipments daily, ensuring accurate scanning, sorting, and routing
 - Utilized RF scanners and tracking systems to reduce errors and delays
 - Met strict productivity goals while maintaining safety and accuracy
 - Maintained organized workstations and complied with all safety procedures
 - Demonstrated reliability and adaptability in a fast-paced logistics environment
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Cashier / Customer Service Associate

McDonald's – Austin, TX

September 2023 – March 2024

- Delivered exceptional customer service in a high-traffic, high-pressure environment
- Handled in-person and drive-thru customer interactions with professionalism and speed
- Resolved customer concerns efficiently while maintaining a positive experience

- Accurately processed cash and card transactions using POS systems
 - Maintained strict food safety, sanitation, and quality standards
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Seasonal Package Handler

UPS (Hire Up Staffing Services) – Dallas, TX

November 2015 – December 2017

- Supported peak-season operations by loading and unloading delivery trucks
 - Assisted with package verification, labeling, and order accuracy
 - Followed OSHA guidelines and company safety standards consistently
 - Met tight deadlines while maintaining accuracy and teamwork
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Cashier / Customer Service Representative

Gran Gran's Place – Red Oak, TX

January 2012 – June 2017

- Built strong customer relationships through friendly, professional service
 - Handled phone orders, in-person inquiries, and payment processing
 - Managed daily cash operations with accuracy and accountability
 - Assisted with stocking, merchandising, and maintaining clean service areas
 - Supported overall business operations in a fast-paced environment
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EDUCATION

High School Diploma

Crossroads Academy – DeSoto, TX

CERTIFICATIONS & LICENSES

- Valid Driver's License