



SAMUEL JACKSON

FOOTBALL COACH

Contact Information

123-456-7890
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Country 12345
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Academic Background

RONBLOND COLLEGE

*Master of Business Administration
Class of 2017*

- Contributor to the Ronblond Business Journal
- Thesis project: Customer Service Practices in Media Corporations
- Ronblond Post-Grad Award Recipient

MORNBLANC UNIVERSITY

*Bachelor of Business Management
Class of 2014*

- Member, Undergraduate Business Society
- Columnist, Mornblanc University Review Business Section
- Student assistant to the Dean of Business School

Awards & Achievements

- Best Customer Service Agent, Broadcrowd Networks Employee Awards 2018
- Outstanding Service Award, GrapePlay Videos 2020
- Best Manager, GrapePlay Videos 2020

Coaching Experience

CUSTOMER OUTREACH MANAGER

*GrapePlay Videos
March 2020 - present*

- Contacts current and prospective customers regarding inquiries
- Manages team comprised of 50+ people
- Reviews reports and logs to improve customer service

CUSTOMER SERVICE AGENT

*Broadcrowd Networks
December 2017 - March 2020*

- Answered calls and emails regarding customer concerns
- Assisted customers experiencing problems with company service
- Composed company's FAQ page

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A photograph of Samuel Jackson, a football coach, wearing a grey jacket and a white and green cap, talking to a player in a green jersey and helmet. The background is a blurred outdoor setting.

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References

Terrence Hill

Green Elementary School
Principal
601-813-9164
thill@jackson.k12.ms.org

Isaac Boose

Oxford High School
Assistant Head Football Coach
601-325-8769
llboose@oxfordsd.org

Rodney Hackney

Riverdale High School
Head Football Coach
770-875-4188

Livia Reed

Cobb County School District
Teacher
601-578-2825

Marion Hill

Dekalb County School District
Athletic Director
marion_hill@dekalbschoolsga.org

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