

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

SAMUEL JACKSON

FOOTBALL COACH

Contact Information

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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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FOOTBALL COACH

References

Terrence Hill

Green Elementary School
Principal
601-813-9164
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Isaac Boose

Oxford High School
Assistant Head Football Coach
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Rodney Hackney

Riverdale High School
Head Football Coach
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Livia Reed

Cobb County School District
Teacher
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Marion Hill

Dekalb County School District
Athletic Director
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