

IRVING JACKSON

Irving, TX 75062 | (214) 629-6922 | Jackson_Irving@aol.com

PROFESSIONAL SUMMARY

Results-driven quality assurance and operations leader with 10+ years of supervisory experience across healthcare, hospitality, and high-volume environments. Proven track record in implementing process improvements, leading and mentoring teams, training staff on compliance procedures, and maintaining rigorous quality standards. Skilled in inspection operations, metrics tracking, continuous improvement initiatives, and cross-functional collaboration. Adept at working independently and managing multiple priorities in fast-paced settings. Available for night shift scheduling.

CORE COMPETENCIES

• Quality Assurance & Inspection Operations | • Team Leadership & Staff Training • Process Improvement & Standardization | • Compliance & Regulatory Adherence • Metrics Tracking & Data Entry | • Work Instruction Development • Cross-Functional Collaboration | • Crisis Management & De-Escalation • Inventory Management & Quality Control | • Continuous Improvement (6S Methodologies) • ANSI/AQL Standards & Auditing | • Electronic Device Testing & Inspection

PROFESSIONAL EXPERIENCE

Cell Phone / Material Processor – Assurant / T-Mobile | Dallas-Fort Worth, TX (January 2026 – Present)

Inspect, test, and diagnose mobile devices in a high-volume refurbishing and warehouse environment to ensure strict quality standards.

Execute data-clearing protocols to securely wipe personal information, maintaining rigorous data privacy and compliance standards.

Perform meticulous quality checks to identify hardware and software defects, accurately updating inventory tracking systems with findings.

Package and prepare finalized devices for secure shipping, adhering to operational timelines and metrics.

Line Cook – Bar Louie | Irving, TX (2023 – January 2026)

Lead daily quality assurance operations, inspecting food preparation processes and ensuring strict compliance with health, safety, and sanitation standards.

Train and mentor team members on standard operating procedures, quality benchmarks, and work instructions.

Track and analyze operational metrics to identify areas for process improvement and waste reduction.

Serve as key point of contact for quality-related inquiries when supervisor is unavailable.

Manage inventory control processes, conducting regular audits to maintain optimal stock levels and minimize loss.

Collaborate with management to develop and implement improved workflow procedures and documentation.

Residential Care Specialist – Wyndham Court of Plano | Plano, TX (2023 – 2024)

Performed quality inspections of care protocols and documentation to ensure regulatory compliance.

Maintained detailed records and entered audit/inspection results into electronic databases.

Participated in continuous improvement initiatives to enhance resident care standards.

Collaborated with multidisciplinary teams to uphold service quality metrics and best practices.

Emergency Room MHT / EMT Student – UT Southwestern Medical Center | Dallas-Fort Worth, TX (2020 – 2022)

Executed quality assurance procedures in high-pressure clinical settings, ensuring adherence to established protocols and procedural verbatim compliance.

Documented relevant facts and information to support clinical operations and regulatory compliance.

Maintained productive working relationships across all levels of hospital personnel.

Applied rigorous attention to detail in monitoring patient conditions and reporting findings accurately.

Behavioral Health Technician Supervisor – Green Oaks | Dallas, TX (2014 – 2020)

Supervised and led a team of behavioral health technicians, providing training on compliance procedures and quality standards.

Established and evolved formal quality assurance processes, ensuring the team adhered to industry-accepted best practices.

Developed work instructions and training materials for new and existing employees.

Tracked weekly tasks, metrics, and performance indicators to ensure departmental quality goals were met.

Acted as key resource for staff questions and operational guidance in supervisor's absence.

Led continuous improvement and team-building activities across the department.

Managed multiple programs and functional areas simultaneously while maintaining quality standards.

Lead Line Cook – Amberjazz of Trinity Groves | Dallas, TX (2012 – 2014)

Led kitchen quality assurance operations, ensuring all products met established standards before service.

Trained team members on quality procedures, food safety protocols, and standardized work instructions.

Conducted regular quality inspections and audits of food preparation and sanitation processes.

Provided process improvement feedback to management, contributing to operational efficiency gains.

Server – T.G.I. Friday's | Albany, NY (2010 – 2012)

Maintained high service quality standards in a fast-paced, customer-facing environment.

Applied attention to detail in order accuracy and guest satisfaction metrics.

EDUCATION

Healthcare Administration / Liberal Arts – Allied Career Institute | Dallas, TX (2019)

High School Diploma – Liberal Arts – Bronx High School for the Visual Arts | Bronx, NY (2009)

CERTIFICATIONS & ADDITIONAL SKILLS

First Aid & BLS Certified | Nursing Certification

Bilingual: English and Spanish (Intermediate)

Proficient in database entry and electronic record management systems

Strong attention to detail with ability to handle multiple priorities simultaneously

Effective communicator across all levels of organization

Experienced in ESD-safe and controlled manufacturing-adjacent environments