

# Jack Alexander Cooper

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## Work Experience

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### Peet's Coffee

Tysons, VA

Barista

August 2023 - Present

- Prepared and served a variety of coffee and tea beverages, including espresso, cappuccino, latte, and specialty drinks, according to Peet's quality standards.
- Greeted regulars warmly upon arrival, provided menu recommendations, and ensured orders were completed accurately and promptly.
- Collaborated seamlessly with team members to ensure smooth operations during peak hours and provided back-up during high-volume periods.

### LensCrafters

Palo Alto, CA

Sales Associate

February 2023 - August 2023

- Managed retail and clinical operations, ensuring reliable store operations, efficient medical office administration, and customer-centric salesmanship with over \$35,000 generated in optical sales.
- Implemented innovative workflow paradigms, including the "express check-in" system for patients, leading to a 20% productivity boost.
- Supervised store operations and applied critical thinking, communication, and problem-solving skills to manage inventory, to resolve customer conflicts, and to train colleagues.

### Best Buy

San Carlos, CA

Certified LG Experience Advisor - Home Theater Department

November 2022 - February 2023

- Represented the LG brand within the department, providing expert guidance to customers on the diverse range of TV models, viewing technologies, and audio platforms, resulting in exemplary customer feedback with repeat customers and personal performance within the top 10% of store associates.
- Achieved outstanding results for sales revenue (\$30,000) and service attachment rates (41%).

Customer Sales Advisor - Personal Computers Department

August 2022 - November 2022

- Achieved remarkable sales results, generating over \$50,000 in revenue and consistently surpassing quotas for basket-ratios (27%), BBY credit card applications, Total Tech memberships, GSP (Geek Squad Protection) attachment rates (24%), and Microsoft 365 attachment rates (33%).
- Nurtured robust customer connections by delivering exceptional customer service, resulting in numerous repeat customers who specifically asked for assistance by name when seeking product knowledge.

## Skills and Knowledge

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|---|--|
| • Leadership                            | • Sales Acumen and Retail Knowledge            |
| • Customer Service                      | • Medical Office Administration and Data Entry |
| • Problem Solving and Critical Thinking | • Computer Science                             |
| • Advanced Mathematics                  |  |

## Education

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### Carlmont High School

Belmont, CA

High School Diploma

June 2016