

Jack Alexander Cooper

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Work Experience

Peet's Coffee

Belmont, CA

Barista

August 2023 - Present

- Prepared and served a variety of coffee and tea beverages according to Peet's quality standards.
- Greeted patrons warmly upon arrival, provided menu recommendations, and ensured orders are completed accurately and promptly.
- Successfully led an effort, under the personal request of the store's manager, to ensure that all Virginia Health Department's and Peet's store maintenance and health standards were satisfactory. Personally supervised, trained, and evaluated fellow coworkers to establish long term successful habits and routines. Exceeded expectations and set the gold standard.

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 and improvements, such as the "express check-in" system for patients, leading to higher productivity, patient satisfaction, and patient retention.
- 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

- Leadership
- Customer Service
- Problem Solving and Critical Thinking
- Team Coordination
- Sales Acumen and Retail Knowledge
- Medical Office Administration
- Computer Science
- Data Analysis and Data Entry

Education

Carlmont High School

High School Diploma

Belmont, CA

June 2016