

Jack Cooper

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Work Experience

Peet's Coffee and Tea

Belmont, CA

Barista

August 2023 - Present

- 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 VAHD's food health and safety criteria expectations passing with 100% and demonstrating the gold standard.
- Prepared and served espresso and espresso derivative drinks daily to customers up to Peet's standards. Excelled in customer service by establishing a crowd of regulars.

LensCrafters

Palo Alto, CA

Sales Associate

February 2023 - August 2023

- Managed retail and clinical operations, ensuring reliable store operations, efficient 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 daily 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 - Computer 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%).
- Mastered Best Buy's inhouse online products and services system "Core Blue" to swiftly aggregate a product's or service's information/scope to relay accurate important information to customers.
- Nurtured robust customer connections by delivering exceptional customer service, resulting in numerous repeat customers who specifically asked for assistance by name when seeking personal computer related product knowledge and troubleshooting.

Education

University of California, Santa Cruz

Santa Cruz, CA

Bachelor of Science in Computer Science

August 2021

Carlmont High School

Belmont, CA

High School Diploma

June 2016

Skills, Abilities, and Areas of Knowledge

- Adaptive and Swift Learning
- Customer Service
- Leadership and Team Coordination
- Remote Collaboration (GitHub, Slack, Workday)
- Programming (C/C++, Python, JavaScript)
- Tech Support and Troubleshooting