

Jack Cooper

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Work Experience

CALIBRE Systems, Inc.

Joint Base Elmendorf-Richardson (JBER), AK

Benefits Advisor (Contractor to U.S. Department of Veterans Affairs)

March 2025 - Present

- Assumed temporary full site leadership of VA benefits and services for Fort Richardson (U.S. Army) and Elmendorf AFB (U.S. Air Force) during an unexpected leadership gap, maintaining uninterrupted operations and full scheduling coverage for over 1,000 transitioning service members annually.
- Delivered over 30 VA Benefits and Services courses as the sole instructor, earning a 3.88/4.00 QA score and conducting over 60 one-on-one consultations, providing direct support to service members and their family members.
- Launched JBER's first in-person Military Life Cycle (MLC) courses in collaboration with installation personnel, expanding access to benefits resources and improving the transition experience for service members. Resolved scheduling issues proactively, reinforcing CALIBRE's reputation for reliability.

Peet's Coffee and Tea

Belmont, CA

Barista

August 2023 - November 2024

- Led store-wide VAHD (Virginia Health Department) compliance initiative at the manager's request, training staff to meet health and safety standards. Achieved a 100% pass rate and set a new operational benchmark.
- Excelled in customer service by building a base of regular customers and consistently delivering high-quality beverages to Peet's standards.

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 operations, applying critical thinking, communication, and problem-solving skills to manage inventory, resolve customer issues, and train staff.

Education

University of California, Santa Cruz

Bachelor of Science in Computer Science

Santa Cruz, CA

August 2021

Skills, Abilities, and Areas of Knowledge

- Adaptive and Creative Problem Solving
- Public Speaking and Communication
- Leadership and Accountability
- Office Management
- Computer Science Acumen and Support
- Facilitator and Instructor