

Jack M. Lintol Jr.

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EDUCATION

Michigan State University Honors College, Business and Data Analytics Focus

Michigan State University Graduation Year: 2025

Notre Dame Preparatory School, graduated May 2021, summa cum laude

EXPERIENCE

Costco Wholesale, Commerce Township, MI

Front End Assistant

May 2021-August 2021

- Worked with cart crew members as a team to ensure duties accomplished
- Formulated a plan based on which regions of the parking lot were busy on a given day; confirmed parking lot was clean, orderly and exceeded expectations
- Ensured the need for carts and other duties was met during frequent short staffing conditions; identified more efficient ways to operate, especially in short-term rush situations
- Provided customer service including bottle machines use and loading large items as well as restocking shelves after closing hours; ensured customer experiences were always exceptional

Dynamic BDC, a division of Shift Digital, Farmington Hills, MI

Customer Care Agent

May 2020 – July 2020

- Call center sales agent focused on follow up of on-line interest in recreational vehicles. Using a scripted framework, responsibilities included engaging customers and establishing rapport, determining interest, answering questions and clarifying current offers from local dealerships
- Secured interest in follow-up from local dealership sales expert; focused efforts to support conversion of interest to sale
- Supported automotive vehicle recall program by securing service appointments and customer engagement
- Exceeded hourly goals for number of calls executed as well as confirmed sales prospects
- Utilized Five9 and in-house proprietary software in the sales process

Bloomfield Hills Country Club, Bloomfield Hills, MI

Golf Caddie

April 2017 –August 2020

- Enhance golfers' experience by providing individualized service including carrying the golf bag, taking care of equipment, course maintenance, club selection, and advice on how to play a shot
- Mentored trainees and less experienced caddies
- Improved sales skills such as determining customer needs, offering advice and exceeding expectations
- Received two promotions to the level of Captain

VOLUNTEER EXPERIENCE: O.A.T.S., Horse Therapy, Ortonville, MI

2017 – 2019

ACTIVITIES, HONORS & SKILLS

Strong Basic Spanish Skills

Knowledge of Microsoft Office, Python, HTML, CSS, JavaScript, Java

Michigan State Ski Team

2022

High School Scholar Athlete Award

2020 - 2021

National Honor Society and Varsity Service Club

2017 - 2021

Team Captain, *NDP Ski Team*

2020 - 2021

State Champion, *MHSAA D2 State Finals, Boys Skiing*

2021