

Jack H. Vink

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Detail-oriented professional with a background in customer service, technical support, and workflow coordination. Known for clear communication, accuracy, and reliability.

PROFESSIONAL EXPERIENCE

Technical Services Representative

Bunn-O-Matic Corporation | Springfield, IL | Jan 2025 – May 2025

- Provided expert technical support to field technicians for commercial beverage equipment.
- Interpreted complex wiring schematics and technical manuals to ensure accurate solutions.
- Documented all interactions and resolutions meticulously using Salesforce CRM software.

Automotive Service Advisor

1 Stop Auto Shop, Inc. | Springfield, IL | Feb 2011 – Aug 2016; *Returned* Feb 2024 – Dec 2024

- Managed shop workflow, inventory, and scheduling to support productivity and service quality.
- Prepared service estimates, sourced parts, and maintained clear customer communication.
- Documented vehicle concerns and created accurate repair orders.
- Coordinated with technicians to review diagnostics and explain recommendations to customers.
- Handled scheduling, approvals, payments, and follow-up to ensure customer satisfaction.

Remote Support Specialist

Star Micronics America, Inc. | Remote | Feb 2023 – Dec 2023

- Provided remote technical support for Star Micronics printers via phone, email, and chat.
- Troubleshoot printer and basic OS issues across Windows, macOS, and Linux.
- Created clear instructional guides to support customer self-service and reduce repeat contacts.

Multimedia Specialist

Elevate CCIC, Inc. | Mattoon, IL | Mar 2020 – Jun 2021

- Led a website redesign to improve navigation, consistency, and user experience.
- Managed a site migration to improve performance, scalability, and asset organization.
- Created digital marketing content using Adobe Creative Suite for web, social, and print.
- Converted forms to fillable PDFs and streamlined document management processes.

Technical Support Representative

Apple, Inc. (*via Conduent Incorporated & Kelly Services*) | Remote | Dec 2017 – Dec 2019

- Provided phone-based technical support for Apple customers in a high-volume virtual call center.
- Troubleshoot hardware, software, and Apple ID issues.
- Explained technical steps clearly and empathetically to users of all skill levels.
- Maintained accurate case notes and supported documentation improvements.

Electronics Repair Technician

Rapid Repair | Springfield, IL | Jun 2015 – Dec 2017

- Oversaw daily shop operations, ensuring quality diagnostics, repairs, and device testing.
- Trained staff on repair procedures, customer service standards, and new device technologies.
- Managed inventory, scheduling, and vendor relationships while maintaining strong customer satisfaction.

Quality Assurance Specialist

Horace Mann Insurance | Springfield, IL | Jan 2013 – October 2014

- Assisted in developing and refining quality assurance and audit procedures.
- Evaluated inbound/outbound communications, data entry, and documentation for accuracy and compliance.
- Analyzed workflows to improve efficiency and recommend process changes.
- Provided training and support to phone representatives as needed.
- Supported customers and insurance agents through multiple communication channels.
- Researched, explained, and resolved Property & Casualty policy questions and issues.
- Navigated multiple systems to deliver accurate information efficiently.
- Adapted quickly to new products, systems, and procedures.

Automotive Retail Specialist

AutoZone, Inc. | Springfield, IL | Oct 2007 – Feb 2011

Warehouse Coordinator | Oct 2008 – Feb 2011

Parts Sales Manager | Mar 2008 – Oct 2008

Customer Service Representative | Oct 2007 – Mar 2008

- Supervised warehouse and retail operations, including staffing, scheduling, and workflow coordination.
- Managed order fulfillment, inventory, route planning, and fleet maintenance.
- Provided customer service and sales support to drive store performance.
- Known for reliability, a positive attitude, and consistent high-quality work.

EDUCATION

High School – General Studies (Diploma)

Lawrence Education Center • Springfield, IL
2004–2006

Trade School – Communications & Media Design

Capital Area Career Center • Springfield, IL
2005–2006

