

# **Jack H. Vink**

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

## **PROFESSIONAL EXPERIENCE**

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### **Technical Services Representative**

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

- Provided Tier 2 field support to technicians, resolving electrical issues on commercial beverage equipment.
- Interpreted wiring schematics and technical manuals to deliver accurate solutions.
- Documented cases and resolutions in Salesforce CRM, reducing repeat inquiries and service delays.

### **Automotive Service Advisor**

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

- Managed shop workflow, inventory, and scheduling to support productivity and service quality.
- Prepared service estimates, documented concerns, and coordinated diagnostics with technicians.
- Managed customer interactions through service completion, including approvals, payments, and follow-up.

### **Remote Support Specialist**

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

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

### **Technical Support Representative**

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

- Delivered high-volume phone-based technical support in a virtual call center environment.
- Troubleshoot hardware, software, and Apple ID issues while meeting quality and handle-time metrics.
- Maintained detailed case documentation and provided clear, empathetic guidance.

### **Electronics Repair Technician**

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

- Oversaw daily shop operations, ensuring accurate diagnostics, quality repairs, and reliable device testing.
- Trained and mentored staff on repair procedures, service standards, and new device technologies.
- Managed inventory and scheduling to support efficient daily operations.

### **Quality Assurance Specialist**

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

- Evaluated communications, documentation, and data entry for accuracy and compliance.
- Analyzed workflows and recommended process improvements.
- Researched and resolved Property & Casualty policy questions while supporting customers and agents.

### **Automotive Retail Specialist**

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

- Advanced through multiple retail and warehouse roles, assuming responsibility for store operations as needed.
- Managed order fulfillment, inventory, route planning, and fleet maintenance.
- Recognized for reliability, a positive attitude, and consistently high-quality work.

## **EDUCATION**

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**High School Diploma** — Lawrence Education Center | Springfield, IL

**Trade School** — Communications & Media Design — Capital Area Career Center | Springfield, IL

*Scan QR for full experience details.*



*jvk217.github.io*