

# 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

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### **Technical Services Representative**

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

- Provided technical support to field technicians for commercial beverage equipment.
- Interpreted complex wiring schematics and technical manuals to deliver 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 documented vehicle concerns in repair orders.
- Coordinated with technicians to review diagnostics and explain recommendations to customers.
- Managed approvals, payments, scheduling, 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 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, streamlining 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 steps clearly and empathetically to users of all skill levels, maintaining detailed case notes.

### **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 communications, documentation, and data entry for accuracy and compliance.
- Analyzed workflows to improve efficiency and recommend process changes.
- Supported customers and insurance agents through multiple communication channels.
- Researched, explained, and resolved Property & Casualty policy questions.
- 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.
- Recognized for reliability, a positive attitude, and consistently high-quality work.

## ***EDUCATION***

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***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

