

# **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

- Supported field technicians with troubleshooting for commercial beverage equipment.
- Interpreted wiring schematics and technical manuals to provide accurate solutions.
- Documented cases and resolutions in Salesforce CRM.

### **Automotive Service Advisor**

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

- Managed shop workflow, scheduling, inventory, and customer communication.
- Prepared estimates, sourced parts, documented repairs, and coordinated with technicians.
- Handled approvals, payments, and follow-up to ensure customer satisfaction.

### **Remote Support Specialist**

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

- Provided remote printer support via phone, email, and chat.
- Troubled hardware and basic OS issues across Windows, macOS, and Linux.

### **Multimedia Specialist**

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

- Led website redesign and managed hosting migration.
- Created digital marketing content and fillable PDFs using Adobe Creative Suite.

### **Technical Support Representative**

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

- Delivered phone-based support in a high-volume virtual call center.
- Resolved hardware, software, and Apple ID issues with clear documentation.

### **Electronics Repair Technician**

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

- Performed diagnostics, repairs, device testing, and staff training.

### **Quality Assurance Specialist**

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

- Evaluated communications and documentation for accuracy and compliance.
- Supported customers and agents while adapting to new systems and procedures.

### **Automotive Retail Specialist**

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

- Advanced through customer service and warehouse coordination roles within a retail environment, overseeing staffing, scheduling, and workflow operations.

## **EDUCATION**

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

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

*Online Resume: Scan QR for full experience details.*



*jkvk217.github.io*