

# **Jack H. Vink**

[jackhvink@gmail.com](mailto:jackhvink@gmail.com) • 217-953-4486 • [LinkedIn.com/in/jackvink](https://LinkedIn.com/in/jackvink)

## **WORK EXPERIENCE**

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### **Customer Service & Support Roles**

**Various Employers** | Springfield, IL | 2007 – 2025

- Assisted customers in person, by phone, and remotely to resolve questions and issues
- Handled transactions, scheduling, approvals, and follow-ups accurately
- Explained products, services, and recommendations in a clear, friendly way
- Worked closely with team members to keep operations running smoothly
- Maintained accurate records and followed procedures consistently
- Recognized for reliability, attention to detail, and positive attitude

### **Automotive Service Advisor**

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

- Greeted customers and helped them understand service needs
- Prepared estimates and coordinated service schedules
- Supported Managed payments, approvals, and customer follow-up

### **Electronics Repair & Retail Support**

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

- Helped customers with device issues and repair options
- Performed quality checks and basic repairs
- Maintained inventory and a clean, organized workspace

### **Retail Parts Sales**

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

- Assisted customers with product selection and sales
- Stocked shelves and maintained inventory accuracy
- Supported daily store operations and warehouse tasks
- Promoted to increased responsibility based on performance

## **SKILLS**

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- Customer Engagement
- Sales Support
- Order Accuracy
- Attention to Detail
- Merchandising Support
- Conflict Resolution
- Advanced Computer Skills
- Phone & In-Person Support

## **EDUCATION**

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### **High School – General Studies (Diploma)**

Lawrence Education Center | Springfield, IL

2004–2006