

Jacob Gompf *(They/Them/Theirs)*

Lynnwood, WA

(425) 248-9647

jacobgompf@gmail.com

SUMMARY

Skilled in warehouse- & retail-style operations and customer service positions, I have worked with internal and external customers for years to provide the best experience in the most efficient and genuine way possible. Developing interpersonal relations helps maintain a great work environment and a friendly & approachable manner helps attract customers. Technical line production experience keeps me focused on the details, and facility upkeep & maintenance at multiple organizations has helped cement my reputation as the go-to individual for problem solving.

SKILLS

- Works well both collaboratively and independently
- Accountable for personal actions and results
- Ability to delegate to direct reports as well as other departments
- Analytical mindset with a rapport-building attitude

EXPERIENCE

Qualstar Credit Union – Bothell, WA - *Member Advocate Representative*

October 2021 - Current

- Creatively and conveniently assisted members with use of appropriate resources to ensure accuracy while maintaining a friendly, helpful, and professional demeanor.
- Communicated and collaborated with other departments to ensure member satisfaction, account accuracy, and delegation of specified tasks.
- Contributed to both department and company-wide goals by educating members on products and services that would support their financial needs.
- Conducted basic and advanced end user technical support of the company's online and mobile banking platforms, escalating issues and requests as needed.

Starbucks – Lynnwood, WA - *Shift Supervisor*

October 2016 - June 2020

- Ran store operations during scheduled shifts including: opening and closing the store; supervising employees; delegating responsibilities to direct reports; ensuring proper cash management and cash register policies; addressing customers' issues when they arose.
- Maintained a calm demeanor during periods of high volume or unusual events to keep the store operating to standard and to set a positive example for the shift team.
- Anticipated customer and store needs by constantly evaluating the environment and customers for cues. Communicated information with the management team so all levels could respond as necessary.
- Delivered outstanding customer service to all by acting with a customer comes first attitude and connecting genuinely with the customer.
- Created a positive learning environment by providing clear, specific, timely and respectful coaching and feedback to shift team to ensure operational excellence and to improve performance.
- Provided quality beverage, whole bean, and food products consistently for all customers by adhering to all recipe & presentation standards while following health, safety and sanitation guidelines for all products.

Seattle Coffee Gear — Mountlake Terrace, WA - Refurbishment Technician

November 2015 - August 2016

- Unloaded pallets of returned machines & organized onto shelving.
- Detailed machines to company standard for in-person and online sales, ensuring cleanliness throughout the machine.
- Inspected and analyzed machines for damage, visual imperfections, and missing parts before technicians started repair, cataloging all relevant data. Based on technician data and personal inspection replaced needed parts of the machine.
- Tested machine for all functions, troubleshooting and replacing parts as necessary & reanalyzing after parts replacement ensuring complete machine performance.

Mattel, Inc. — Lynnwood, WA - Merchandise Handler

June 2012 - November 2015

- Maintained an organized and clean Back of House, unloaded shipments of product into storage bays, stocked the sales floor.
- Shipped out customer and non-customer orders via LTL shipping daily, ran cycle counts, ran replenishment reports.
- Ran basic facility maintenance in collaboration with store leaders including the majority of in-house repairs, lighting fixture issues, and minor millwork.
- Assisted other departments as needed including: Kitchen, Asset Protection, and Sanitation.

AmSan - Lynnwood, WA - Volunteer / Warehouse Worker

2005 - December 2012

- Worked in warehouse organizing and loading supplies onto pallets and trucks for delivery.
- Organized and loaded stock into bays while keeping the warehouse clean and organized.
- Pulled orders for walk-in customers and loaded customer vehicles.
- Assisted drivers with deliveries as needed.
- Occasionally assisted the maintenance technician at technician's request.

EDUCATION

Edmonds Community College - Lynnwood, WA - High School Diploma