

Experience

Apple Retail

Genius Sep '17 – Aug '19

Utilized troubleshooting and triaging skills for both macOS and iOS issues, including Mac and iOS repair. Maintained and inspired team culture, working with individual team members to improve results based on customer feedback.

Lead and Learn Jun '18 – Jul '18

Responsible for training new hires and ongoing training for current team members. Created multiple keynote presentations that were instrumental for ongoing training of current team members.

Technical Expert Apr '17 – Sep '17

First-wave entry to a new role, chosen because of my technical learning ability and my feedback skills. Repaired iPhones to the high standard Apple requires.

Technical Specialist Jun '16 – Apr '17

Utilized skills troubleshooting and triaging customers' iOS issues. De-escalated emotionally hijacked customers and provided considerate, patient customer service to resolve software, hardware, and educational opportunities.

Visuals Captain Nov '14 – Jun '16

Managed cables, imaged and put demo content on new devices. Disseminated information to the rest of the team in a timely and concise manner. Put procedures into practice to increase efficiency and minimize shrink.

Specialist Aug '14 – Jun '16

Paired extensive product knowledge with strong verbal communication to probe for needs and recommend products that would best suit each customer.

Education

SCAD

BFA — UX Design Aug '19 – Present

Majoring in UX Design at the Savannah College of Art and Design, with a minor in Graphic Design. Focusing on product design skills and data presentation.

Dean's List Q1 2019, Q2 2020, Q3 2020, Q4 2020, and Q1 2020.

NVCC

AFA — Graphic Design Aug '15 – May '19

Worked towards an AFA in Graphic Design at Northern Virginia Community College in Sterling, VA. Transferred just prior to completing degree.

Tools

Adobe Suite	Figma
Affinity Suite	Sketch
Apple Keynote	Rhino