

# Tarik Hasan

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## OBJECTIVE

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A competitive individual looking to apply both my experience with technology and customer service to help solve technical issues around the workplace. I am looking for an entry level position where I can use my technical background in a leading company.

## EDUCATION

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### Fresno State

- *B.S. Business Administration - Computer Information Systems*

Graduation Date: May 15, 2021

## EXPERIENCE

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### Alpha PC Builds

**Fresno, CA**

*Technician*

August 2020 - Present

- Purchased computer components from online retailers
- Put together PC part lists for customers to build custom personalized desktops used for gaming and work
- Assembled custom built computers for customers
- Installed Windows and set computers up for clients
- Troubleshoot any issues that would occur with builds and would troubleshoot Bios as well

### Jim Enterprises

**Fresno, CA**

*Operations Manager*

June 2018 – Present

- Managed a team of four daily and created daily tasks and checkups throughout the day
- In charge of the company's social media and interacted with customers daily (Instagram, Yelp, Facebook, Google)
- Maintained the company's computers and would provide any troubleshooting steps that were necessary
- Managed online inventory and updated new inventory

### Apple

**Fresno, CA**

*Technical Specialist*

June 2019 - Nov 2020

- Supported individuals bringing in their devices into the Genius Bar for repair
- Diagnosed the issues using the internal software used at Apple
- Reset and Restored devices that were having issues with their software
- Troubleshoot devices that would come into the store which included iPhones, iPads, Apple Watches
- Proficient in the knowing what settings are used for on Apple Devices

### Best Buy

**Clovis, CA**

*Sales Associate*

September 2016 – January 2019

- Greeted and welcomed customers that were in the store
- Provided help to those that needed it pertaining computers, tablets, and printers
- Worked with a team in a competitive district to optimize sales and customers satisfaction
- Was top 1 percent of the company when it came to sales nationwide
- Worked with customers to find the perfect computer, tablet, or printer that would fit their needs

## Skills

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- iOS, macOS, iPad OS Support
- Windows 10 troubleshooting
- Assembling hardware with computers
- Organization and Leadership
- Collaborative individual with experience with working with teams
- Managerial experience with teammates
- High level of communication with upper management and teammates