

# **Daniel A. Powell**

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## **Professional Experience**

### **Apple, Inc. – New York, NY**

**10/2020-5/2021**

*Technical Support Advisor*

- Transitioned effectively from the retail environment to support the At Home Advisor team
- Achieved metrics at an equal or higher level than AHA support team average despite not having prior technical support experience
- Developed empathy and listening skills while working to assist customers from a wide variety of backgrounds and levels of technical understanding.
- Honed time management and multitasking abilities in a home work environment

**10/2014-10/2015;  
11/2018-10/2020**

*Product Zone Specialist*

- Maintained a high level of knowledge of Apple products to provide recommendations and an exceptional retail experience for customers at the company's flagship 5th Avenue store.
- Identified and resolved customer concerns regarding iPhones, iPads, Macs and other products, including contacting cellular providers for successful product activation.
- Directed heavy customer traffic and served as the "on-point" specialist during holidays and new product releases.

### **Breslin Bar and Dining Room, Ace Hotel – New York, NY**

**10/2015-3/2020**

*Barback/Bartender*

- Prepared and served specialty cocktails and beverages while maintaining a friendly demeanor and rapport.
- Maintained knowledge of a Michelin-starred kitchen menu, including food preparation and presentation.
- Served as the main point of contact for clients during private events, ensuring a seamless transition among staff members and a high level of service.

### **TED Conferences – New York, NY**

**9/2012-9/2014**

*TEDx Team Intern/Product Team Intern*

- Reviewed and selected videos from TEDx events to be featured on the TEDx blog and playlists.
- Wrote initial copy and developed copy with TEDx team for daily "Editor's Pick" featured talk.
- Catalogued entire TED website via CMS for use across the company in preparation for site redesign.
- Produced website metrics reports for TED.com using Google Analytics, Videometrics, and Excel.

## **Additional Experience**

### **Powell Management Resources - Frederick, MD (Remote)**

**1/2018-Present**

*Copywriter*

- Compile and compose a weekly "5 Cool Things" newsletter, which features in-depth news articles of interest for Powell Management Resources of Frederick, MD.

*Singer/Songwriter*

- Record, edit, mix, and master self-written songs using Logic Pro X and various other recording tools for solo album projects

## **Education**

**University of Maryland, College Park**

**2006-2010**

*Graduated with a B.A. in Economics with an Astronomy minor*