

John Conway

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Mission

To work in a fast paced company developing my skills, building connections and growing the overall business and my role within it.

EXPERIENCE

Ubreakifx, Lake Forest CA - *Repair Technician/Manager*

September 2018 - PRESENT

- Assisting customers with technological issues and broken devices.
- Repairing, tracking and testing devices to ensure proper functionality.
- Tracking, updating and managing store inventory and sales.
- Communicating with customers to give pricing and updates.
- Managing daily shop operations and store upkeep.

Conway & Sons Locksmith, Anaheim CA - *Locksmith/Admin*

September 2017 - PRESENT

- Traveling to multiple properties to repair various types of locks.
- Using a variety of tools to repair customer's security concerns.
- Managing company records, bookkeeping and data management.

Asurion, Las Vegas NV - *Customer Support Technician*

November 2016 - August 2017

- Troubleshooting and diagnosing issues on mobile devices and networks.
- Expressing understanding, empathy and assurance to customers.
- Using time management skills to balance customers throughout the day.

American Casino Entertainment Properties, Las Vegas NV - *Web Designer*

Jan 2016 - October 2016

- Developing email client compliant templates for marketing blasts.
- Designing banners and graphics for brand specific web promotions.
- Updating websites through an internal CMS for casino properties.

AMA Multimedia, Las Vegas NV - *Webmaster*

August 2013 - December 2015

- Content management of in-house, affiliate and partnering websites.
- Updating and maintaining live websites as well as server maintenance.
- Editing banners, videos, photo sets and trailers for promotional use.