

Robert Lee Brown

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Profile

With my ten plus years repairing consumer electronics, sound, lighting and versus types of music equipment, My strong technical skillset and high energy make, problem-solving easy for me. I also have more than thirteen years as an entertainer, music performer, and producer. Which has taught me to be patient and understanding? The skills I have learned over the years have helped me see patterns to solve every day electronic issues. My experience makes me a well rounded and strong team player.

Experience

Apple hardware engineer / Repair Tech | Unitek Computer Store - May/2018

- Apple Hardware repair specialists
- I work at both locations do to my ability to repair devices quickly
- Diagnostics and troubleshooting hardware and software
- iPhone /iPad and other phones and Tablet troubleshooting and repair.
- Repair damaged and or, custom build Laptop and Computers.

General Manager/ Lead Tech,| Ubreakifix – 12/2013 - 9/2017

- Manage the purchasing of inventory and stock.
- Oversee daily operations for the business.
- Coordinate the development of key performance goals create reports.
- Oversee key hiring and training of new employees.
- Repair damaged and or build electronic consumer devices.

Sales Representative | Repair Technician, Sprint – 11/2012 - 12/2013

- Customer retention by performing all aspects of customer service, including answering phone system, advising customers of promotions, and providing detailed information on various products.
- Resolved billing questions and disputes while providing technical support for all cell phones and wireless devices.
- Handled inbound sales duties, exceeding sales goals by 150%.
- Lead sales representative in store for Samsung devices.

Installer/Tech | Classroom technology solutions– 11/2011 - 12/2012

- Setup and installed projectors, smart boards
- Installed and replaced Cat 5 and Cat 6 cables
- Built remotes for custom tv tuners and IR sensors

Sales Representative | Geek Squad, Best Buy – 11/2006 - 8/2011

- Traveled with the Project Team installing all product displays and demo units in new Best Buy stores across the USA.
- Provided thorough support and problem resolution for customers.
- On-site computer repair, troubleshooting, and product installations in customer homes.

- Displayed courtesy and strong interpersonal skills with all customer interactions.

Administrative Assistant, Xpel Muzik – 11/2010 - 7/2011

- Planned and supervised all personal travel arrangements including air travel, ground transportation, and accommodations.
- Writing letters and emails on behalf of other office staff.
- Relying on email, telephone or face to face inquiries.
- Maintained purchases, gifts, invitations, thank you cards, and any expenses.

Education

A. Philip Randolph Academies of Technology — High School Diploma, 2000-2004

Skills Microsoft Office (Word, Powerpoint, Outlook, Excel), Windows and Mac OS proficient, Knowledgeable of video, lighting, and sound equipment, PC, Mobile, all Apple devices and other consumer electronics.