

Dakota Shively

👤 02/04/1995

📍 Ft. Myers 33967, United States

☎ 314-719-6467

✉ dakota.shively@gmail.com

Career Objective

To utilize my software development skills from college to grow in an Entry Level / Junior Software Developer role and learn new languages and systems.

Work Experience

02/2022-Present ESTERO, FL

Technical Expert - Apple

- Focused on the stores Same-Unit Repair (SUR) number and helping find trends and themes to drive the number above our goal.
- Assisted in training new Technical Expert's as well as Technical Specialists with a focus on both customer ownership opportunity as well as repair queue efficiency.
- Worked consistently with the product zone and leads/management to work on best practices between both sides of the business as well as directing guidance on On-Point strategies.
- Worked closely with the Genius Lead and other Genius's to ensure an efficient operation day-to-day as well as delivering feedback to the team in regard to paperwork or Genius Bar Statistics/Trends.

10/2019 – 02/2022 ESTERO, FL

Technical Specialist - Apple

- Helped new owners get started and current ones get quick, efficient support — developing strong, positive relationships with between the customer and Apple.
- Diagnosed customers issue with Apple Diagnostic Tests and provided curated solutions using my knowledge of current Apple technologies including iPod, iPhone, and iPad hardware and software capabilities.
- Provided personal training for new customers, helping them acquire the skills they need to get started on photo, video, and music projects.

03/2014 – 11/2019 FT. MYERS, FL

General Manager - Chipotle

- Interviewed and orientated new hires
- Created schedules and ordered non-food supplies
- Lead/upheld all aspects of the store.
- Some of those aspects were: Manage PnL, Manage All Store Standards/Responsibilities, Inform Crew on New Roll- Outs, Monitor and Manage Food Safety, Ensure Great Health Inspections and Audits, Manage 30+ Employees, Monitor Cash Flow, etc.

Education

12/2013 – 12/2022 FT. MYERS, FL

Computer Information Systems I Bachelor's Degree Florida Gulf Coast University

Programming Skills

HTML + CSS
Java
Python
Mendix
SQL
SCRUM
Git, Github
Swift (Currently learning through Meta Course)

Projects

[DakotasFragrances \(HTML+CSS+SQL\)](#)
[CalTrak \(Mendix+MapsAPI\)](#)
[Python Projects](#)

Soft Skills

Time Management
Customer Service
Organizational Skills
Management & Collaboration
Customer De-Escalation
Customer Resolution
Training
Working with Ambiguity
Patience