

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

As a Technical Expert, I have focused on the stores Same-Unit Repair (SUR) number and helping find trends and themes to drive the number above our goal. I have assisted in training new TE's as well as TS's. I work 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. I work 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

As a Technical Specialist, you help new owners get started and current ones get quick, efficient support — developing strong, positive relationships with Apple. When a customer needs assistance, you quickly assess their situation. Sometimes you take care of customers with advice or a solution on the spot, using your knowledge of current Apple technology to help with iPod, iPhone, and iPad devices. At other times, you refer customers to support team members who get them up and running again. You even provide personal training for new customers, helping them acquire the basic 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, made schedules, ordered non-food supplies, and 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**

Skills Gained

HTML + CSS
Java
Python
Mendix
SQL
SCRUM

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