

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

Technical Expert - Apple 02/2022 – Present | Estero, FL

The Technical Expert combines extensive functional troubleshooting skills with an ability to inspire excitement around ownership across the Apple ecosystem — with a focus on iPhone. After conducting a thorough diagnosis, the Technical Expert enables the customer to select the best repair or upgrade option to meet their needs. They perform repairs on iPhones and other Apple products as required. In addition, they educate, mentor, and enhance the knowledge of our Technical Specialists, and they benefit from the guidance of the Genius team.

Technical Specialist - Apple 10/2019 – 02/2022 | Estero, FL

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.

General Manager - Chipotle 03/2014 – 11/2019 | Ft. Myers, FL

Interviewed and orientated new hires, made schedules, ordered non-food supplies, and lead/upheld all aspects of the store.

Education

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

12/2013 – 12/2022

Certifications

Meta iOS Developer (Coursera)

Skills

HTML + CSS
Javascript
Python
Mendix
Swift
ReactNative
SQL

Projects

[SOTD \(React, Express.js, Javascript, Typescript\)](#)
(Work in Progress)

[Portfolio\(HTML5+CSS\)](#)

[CalTrak \(Mendix+MapsAPI\)](#)

[Python Projects](#)

Soft Skills

Time Management
Customer Service
Management & Collaboration
Customer De-Escalation
Customer Resolution
Training
Working with Ambiguity
Patience
Technical Support