

James Nye Young

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EDUCATION

Major in Computer Science and Engineering

Graduation Date: May 2021

Minor in Business & Mathematics with emphasis in Big Data

University of Nevada, Reno

TECHINICAL SKILLS AND EXPERTISE

- SQL, C, C++, Python, Java, Advanced Knowledge API development and integration
- Fluent in Microsoft Word, Excel, Outlook, iWork
- Team Project development experience
- MacOS, iOS, Windows 10, Linux/Unix

WORK EXPERIENCE

Apple Technical Expert

September 2020 – Present

Apple Inc. – Reno, NV

- Perform physical hardware repairs on Apple mobile devices
- Serve as an experienced mentor and resource for team members
- Listen and provide hardware software support to customers

Apple Genius Administrator

June 2020 – July 2020

Apple Inc. – Reno, NV

- Monitor customer data, back-end processes
- Track inventory data and part allocation/movement
- Oversee Genius Bar operations, second in command for Genius Bar
- Repair and create productive customer relationships

Apple Technical Specialist

July 2019 – September 2020

Apple Inc. – Reno, NV

- Troubleshoot and repair Apple mobile devices
- Listen and provide unique tailored solutions for customers
- Expert on all Apple devices

Apple Sales Specialist

August 2019 – September 2019

Apple Inc. – Reno, NV

- Facilitated the sale of various Apple products
- Communicate with customers to find a personalized product solution

ASUN Club Commissioner

April 2018 – April 2019

ASUN Department of Clubs and Organizations – University of Nevada, Reno

- Manage club funding and operations
- Serve as a liaison for Clubs and Organizations on campus

Awards and Certifications

Apple Mobile Repair Certification

2020 – Present

Certified to perform hardware repairs on Apple mobile devices

Apple Technician Certification

2019 – Present

Certified to troubleshoot and service Apple mobile devices

ASUN Clubs and Organizations Intern of the Year

2018

Earned this award for my exceptional dedication to the ASUN Clubs and Organizations Department