Caleb M. Irvine

kalesaladjpg@protonmail.com

Education

SEPTEMBER 2024 - Exp. April 2026

Camosun College, Victoria, BC – *Diploma & Certificate in Information and Computer Systems Technologist*

A comprehensive program focusing on full-stack development, computer systems, and network architecture. Currently maintaining strong academic standing while developing practical skills through hands-on projects and lab work.

Relevant Experience

MAY 2024 - PRESENT

Mother Computers, Victoria, BC – *MacOS/PC Technician & Sales*

- Troubleshoot and repair of various personal computing devices, networks, and peripherals for customers and small business clients
- Delivered on-site technical support and provide knowledge transfer sessions to clients
- Executed customer device documentation and maintain communication between clients and technical team
- Specializing in Apple ecosystem repairs and services

OCTOBER 2023 - MAY 2024

Best Buy, Victoria, BC – *Apple Advisor & Key Holder*

- Implemented Apple's Champion program best practices to deliver expert device and service recommendations
- Customized telecom solutions for consumer and small business accounts, including cellular plans and financing options
- Performed secure store closing procedures and key holder responsibilities

2020 - 2022

CityMac, Bellingham, WA – *Certified Apple iOS/MacOS Technician*

- Played a critical role in iOS software and hardware repair, ensuring company profit and customer satisfaction
- Maintained consistent top earner status through efficient repair turnarounds
- Ensured repair workflow for efficiency, proper documentations, and customer communication

References

Available on request.