

# Heidy Palacios

Genius

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<https://github.com/Heidycpp>

<https://heidycpp.github.io/Portfolio/>

## EXPERIENCE

### Apple Georgetown, Washington, DC — *Genius*

2022 - Present

Provide advice and hands-on technical support to Apple customers.

Offer solutions to quickly get customers up and running again while being flexible with my schedule.

- As a Genius, I have developed strong people skills and the ability to problem solve technical issues while maintaining focus.
- Able to multi-task while staying aware of the customer's and my teammates time management needs.
- Developed aptitude to acquire skills in new technical repairs .
- Able to prioritize and have the ability to make quick decisions.
- Able to be successful in team environments, demonstrate shared responsibility and accountability with other teammates.
- Collaborate with other teammates during appointments to find the best solutions for our customers.

### Apple Georgetown, Washington, DC — *Genius Admin*

2019 - 2022

Performed the Genius Admin role for 3 and half years.

- Developed strong team working skills, became adept at creative problem solving.
- Sharpened my skills for attention to details, time management and organization.
- Anticipated and adjusted for problems and roadblocks.
- Successfully made decisions promptly, and at times under tight deadlines.
- Trained other incoming Genius Admins in our store and from surrounding area Apple stores.

### Apple Georgetown, Washington, DC — *Technical Specialist*

2018 - 2019

I began my apple journey as a Technical Specialist and was in role for 8 months.

- Developed strong communication Skills.
- Provided support to current and new customers by quickly assessing their situation for technical support or by referring them to the support team to get them up and running again.

### Point Performance Therapy, Bethesda, MD — *Concierge Department Supervisor*

2015 - 2017

- Ensured all VIP patients were match and scheduled with the appropriate physical therapist.
- Maintained the bookkeeping of the department through Quickbooks.
- Performed clerical duties, such as taking inventory, ordering supplies, scheduling patients, answering telephones, taking messages, informing patients of office policies, scanning and filing.

## SKILLS

HTML

CSS

Java Script

Excel

Word

Microsoft Office

## LANGUAGES

English

Spanish

## PROJECTS

### Project Name — *Detail*

#### Genius Admin Manual

A step by step instruction manual to demonstrate daily and uncommon tasks .

Created to complement the Apple provided training .

## HOBBIES

Video Editing

Oil Paint

Soap Making

## EDUCATION

### **George Washington University Coding Bootcamp, Arlington, VA — *Full Stack Web Developer***

2017

An intensive 24-week long boot camp dedicated to designing and building web applications, utilizing the MERN Stack.

- Computer Science applied to JavaScript: Design Patterns and Algorithms.
- Browser Based Technologies: HTML, CSS, JavaScript, jQuery, Responsive Design, Bootstrap, Handlebars, Local Storage, React.js .
- Deployment: Heroku, Git .
- Databases: MySQL, MongoDB.  
Node.js (Server Side Development): Express, Security and Session Storage, User Authentication, MERN Stack (MongoDB, Express.js, React.js, Node.js).