

Heidy Palacios

Genius

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<https://github.com/Heidycpp>

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EXPERIENCE

Apple Georgetown, Washington, DC — *Genius*

August 2018 - Present

- I began my apple journey as a Technical Specialist and was in role for 8 months where I developed strong communication Skills.
- I was Promoted to Genius Admin and performed that role for almost 3 and half years.
- Where I developed strong team working skills within our small admin and larger Genius bar team along with other interconnected teams in our store.
- I honed my skills of attention to details, time management and organization.
- As a Genius, I have developed strong people skills and the ability to problem solve technical and no- technical issues while maintaining focus.
- I Provide advice and friendly, hands-on technical support to Apple customers in need with patience and compassion and offer solutions to quickly get users up and running again.
- I am able to juggle more than one customer while staying aware of the customers and the teammates time demands.

GW Coding Bootcamp, Arlington, VA — *Student*

October 2017 - January 2018

- 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)

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

January 2015 - September 2017

- Ensured all VIP patients were match and scheduled with the right 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 filling

SKILLS

Excel

Word

Microsoft Office

LANGUAGES

English

Spanish

PROJECTS

Project Name — *Detail*

Admin Manual This is a step by step instruction manual on the daily tasks performed and the good to know rare tasks that come up on the role that I created to help all incoming genius Admins be able to perform the Genius admin role on day one.

HOBBIES

Video Editing

Oil Paint

Soap Making

EDUCATION

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

October 2017 - January 2018

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