
JARED ELLIOTT

636-697-5257

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3623 Alberta St. Saint
Louis, MO. 63116

Experience

Creative Pro, Apple Inc. West County, MO. — 2019-Present

- Facilitate adult learners during individual and group training sessions with a focus on learning by doing.
- Provide on the spot analysis to clarify and understand customers' needs within group training sessions.
- Address customers' concerns while guiding technicians with deep software troubleshooting.
- Provide specialized education to employees and customers about Apple's Health, Music, Art, And Office software and technologies.

Technical Expert, Apple Inc. West County, MO. — 2018-2019

- Troubleshoot Mac OS devices for hardware/software issues.
- Properly opened and repaired various hardware devices while keeping to proper repair protocols, timeframe, and device specific build.

Technical Specialist, Apple Inc. West County, MO. — 2017-2018

- Assessed customer knowledge and explained technical issues using clear, understandable vocabulary.
- Troubleshoot IOS devices for hardware/software issues.
- Repaired/ replaced devices and/or software within scope and sequence.

Education

GED Certificate, Waterloo, IL.

Skills

Expert in an array of software including Window's office suite, Procreate, and Apple software. Daily public speaking and teaching skills to large groups of adult learners.

References

Lerryn Kidd (Senior associate director, Special events, Washington University)
636-484-0079

Hollie LeBeouf (Operations Manager, Preservation specialist, Apple Inc.)
314-662-1115
