

DENIS WEIDEN - GENIUS & UX DESIGN STUDENT

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EMPLOYMENT HISTORY

Oct. 2016 - Present

Cologne, Germany

Genius — Apple Schildergasse

Deep knowledge of all Apple devices, skilled expert in troubleshooting and repairing all Apple devices. Guidance, knowledge and training role model for the Genius Bar team.

- Exceeding in **Customer satisfaction** ratings (Net Promoter Score of 100) and leadership expectations
- Selected as **Technical Advisor** for new hires and role switchers in Genius Bar roles. **Trained three colleagues** to Technical Experts with a different skill level and made sure all of them gained the technical know how needed to get certified with Apple Certified iOS Technician (ACiT) Exam and satisfy customers needs
- Retail Ovation Award for “**Most Improved NPS Genius Bar**“ Q2 2019
- Lead an IS&T Team** of eight members and shared my knowledge about Retail Systems
- Moved from Apple RheinCenter to Apple Schildergasse within the **New Store Opening** Process and became a Genius
- Apple Certified Macintosh Technician (ACMT)** with three weeks of Training in Uxbridge, London

Apr. 2015 - Oct. 2016

Cologne, Germany

Genius Admin — Apple RheinCenter

Provided excellent service at the Genius Bar by managing repairs, customer expectations and improving Genius Bar and Repair Room workflows. Collaborative work with the Operations Team to manage and track service part inventory and consumables in order to maintain inventory levels.

- Multitasked between customer needs, team requests and managing repairs with a **high focus on attention to detail**
- Improving efficiency** of all Genius Bar workflows by identifying main bottlenecks
- Member of the Store IS&T Team** to fix local network issues and outages to prevent impact on the customer journey

Feb. 2014 - Mar. 2015

Cologne, Germany

Technical Specialist — Apple RheinCenter

Helped customers to develop and maintain a strong and positive relationship to their devices and Apple. Provided assistance by troubleshooting and solving issues in a fast paced environment with customer focus in mind.

- Quickly assessed customer needs** and provided solutions
- Streamlined check-in process** with high customer traffic for iPhone 5 quality program with standby button and battery issues
- Apple Certified iOS Technician (ACiT)**

TECHNICAL SKILLS

Mobile App Design	Figma	HTML 5
Web Design	Adobe Creative Suite	CSS 3
Wireframing	Slack	
UI Prototyping		

EDUCATION

Oct. 2020 - Present

Erfurt, Germany

B.A. User Experience Design

IU International University of Applied Sciences

Aug. 2011 - Jan. 2014

Cologne, Germany

Apprenticeship IT Systems Specialist

WA Media GmbH