

Isaiah Benton

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EDUCATION

The University of Texas at Arlington | Arlington, TX

Expected December 2025

Bachelor of Science in Information Systems

- Google Cybersecurity Professional Certificate.

EXPERIENCE

Apple | Fort Worth, TX

January 2022 - Present

Technical Expert

- Troubleshoot, diagnose and perform repairs of iOS devices, Apple TV, Apple Watch, Beats, and 5 other small devices and accompanying software.
- Act as a mentor to 25 junior team members, providing guidance, training, and support to improve technical skills and customer service capabilities.
- Utilize communication skills to describe technical concepts and solutions to over 10+ customers in a clear and accessible manner, ensuring understanding and satisfaction.

Apple | Fort Worth, TX

October 2019 - January 2022

Technical Specialist

- Collaborated with 10+ colleagues to share expertise, troubleshoot complex repair issues, and assist as needed to maintain a productive team environment.
- Maintained accurate and detailed records of 20+ customer interactions daily, technical solutions, and service processes to support ongoing improvement efforts and knowledge sharing within team.
- Demonstrated strong problem-solving skills, addressing over 15 customer concerns daily and finding innovative solutions to enhance user experience.

COURSEWORK

Advanced Systems Development | University of Texas at Arlington

2024

- Systems development, testing and deployment using Java.
- Developed and deployed a full-stack Java application with SQL database integration.

Intro to Programming | University of Texas at Arlington

2023

- Solved business problems using the scripting language, Python. Expanded on object-oriented programming concepts, file handling, database access, and graphical user interfaces.

ACTIVITIES AND LEADERSHIP

Electronics Technicians Association International | Greencastle, IN

April 2016 - Present

Member

- Adhered to industry standards, participate in 5+ professional development opportunities, and stay educated about advancements in electronics and technology.
- Collaborated with industry professionals, access technical resources, and enhance expertise in electronics through workshops, certifications, and networking opportunities.

SKILLS

- Proficient with Microsoft Office.
- Experienced with Java, C++, Linux, SQL, and Python.