**Isaiah Benton**

idb0159@mavs.uta.edu | linkedin.com/in/isaiahbenton/ | Arlington, TX | (682) 552-4558

# EDUCATION

**The University of Texas at Arlington** | Arlington, TX 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 other small devices and their accompanying software.
* Act as a mentor to 25 junior team members, providing guidance, training, and support to improve their technical skills and customer service capabilities.
* Utilize excellent communication skills to describe technical concepts and solutions to customers in a clear and accessible manner, ensuring their understanding and satisfaction.

**Apple**| Fort Worth, TX October 2019 – January 2022

Technical Specialist

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

# COURSEWORK

**Intro to Cybersecurity** | University of Texas at Arlington 2025

* Explored risk management strategies and security frameworks to protect information systems from cyber threats.

**Advanced Systems Development** | University of Texas at Arlington 2024

* 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.

**Computer Networks and Distributed Computing** | University of Texas at Arlington 2023

* Configured network architectures and analyzed data packet transmissions.

# SKILLS

* Proficient with Microsoft Office
* Experienced with Java, HTML, C++, Linux, SQL, and Python