Isaiah (Ike) Bloyer

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SUMMARY

Experienced technical support specialist with 4 years of experience working at Apple. Skilled in troubleshooting and resolving technical issues on Apple products, as well as providing exceptional customer service. Holds a Bachelor's of Science in Information Technology and a Minor in Secure Computing and Networks from the University of Central Florida

EDUCATION

University of Central Florida   Orlando, FL
Bachelor of Science   Aug 2018 - Dec 2023
Major in Information Technology; Minors in Secure Computing and Networks
Cumulative GPA: 3.367/4.0
Relevant Coursework: Programming, Networking, Security, Cryptography

WORK EXPERIENCE

Apple   Orlando, FL
AppleCare AHA T1 Mac+ Advisor   Feb 2020 - Jan 2024
- Provided technical support to Apple customers via phone
- Diagnosed and resolved software, hardware, and service related issues on Apple products
- Demonstrated excellent customer service skills and maintained a high customer satisfaction rating

SKILLS

Strong problem-solving
Excellent verbal and written communication
Ability to multitask and prioritize tasks effectively
Experience with Java, JavaScript, NodeJS, C, HTML, Windows, MacOS, Unix/Linux, iOS, Docker

CERTIFICATIONS

- Apple Certified Mac Technician
- Apple Certified iOS Technician
- AutoCad Certification
- ISC2 Cybersecurity Certification (In-Progress)

ADDITIONAL

LinkedIn: linkedin.com/in/isaiah-bloyer
GitHub: github.com/IsaiahBloyer
Website: isaiah.bloyer.net
Awards: AppleCare, ACEA (AppleCare Excellence Award) Winner Summer 2022
References: Available upon request