

Isaiah (Ike) Bloyer

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SUMMARY

Experienced technical support specialist with 4 years of experience working at Apple. Hold a Bachelor's of Science in Information Technology and a Minor in Secure Computing and Networks from the University of Central Florida. Results based individual seeking full-time employment in software, networking, or hardware fields

EDUCATION

University of Central Florida

Bachelor of Science in Information Technology

Minor in Secure Computing and Networks

Relevant Coursework: Programming, Networking, Security, Cryptology, Hardware Architecture

Orlando, FL

Aug 2018 - Dec 2023

WORK EXPERIENCE

Apple

AppleCare AHA T1 Mac+ Advisor, Part-time

Orlando, FL

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
- Self-sufficient work ethic and ability to work within a large team environment
- Performance results based work ethic
- Experience with Java, JavaScript, NodeJS, C, SQL, 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](https://www.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