

Jesse Weston

BS in Information Systems from UMBC - Genius at Apple

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Experience

Apple, Annapolis — Genius

May 2020 – Present

As a Genius, I provide insightful advice and friendly, hands-on technical support to people in need. I quickly diagnose product issues on the spot, explaining situations with patience and compassion. I offer solutions to quickly get users up and running again. I have become accustomed to juggling more than one customer, while being respectful of their time. I fulfill Apple's service commitment with style, speed, and skill. Finding trust of customers and coworkers alike as I offer mentorship, knowledge, and even tips and training. I am constantly striving to improve the customer experience, seek out feedback, and better myself every day.

Apple - At Home Advisor

March 2020 - Present

During the pandemic I moved to working from home as our stores were shut down. I trained in working with customers over the phone doing largely the same type of troubleshooting and setting up the same types of repairs that I would perform in store. Working from home has come with its own set of challenges that helped me to grow. I have learned to improve my focus, and work ethic. I also improved skills for troubleshooting, and aligning with customers without having the device in front of you.

Apple, Annapolis - Genius Admin

July 2015 – May 2020

As a Genius Admin, I managed both repairs and customer relations, making sure that our service experience met customer expectations. I worked with a team of Geniuses and made sure they had the support, knowledge, and resources they needed to succeed. I was required to maintain turnaround time, complete repair tasks, and keep the Genius Room organized as new repairs and products arrived. I was in close and constant contact with management and leadership teams, sharing data about the statuses of repairs and processes.

Division of Information Technology, UMBC - Support

September 2014 - July 2015

I worked as tech support for this division while attending UMBC. I was responsible for maintaining a ticketing system, as well as assisting students on how to use the schools available resources. I helped to set up computers through the school device management, as well as networking printers. I was frequently working over the phone with both students and teachers to troubleshoot issues relating to the school network or school based accounts.

Education

University of Maryland, Baltimore County, BS Information Systems

Spring 2012 - Fall 2018

My degree focuses on the fundamentals of computers, networking, and business. I elected to take many additional courses and participated in numerous clubs and activities outside of just my regular coursework. This degree most prepared me for a role in Systems Analysis and Design, Computer Networking, or Health Care Informatics. I enjoyed attending and participating in Hack-a-thons which only furthered my knowledge of programming and version control. I helped lead an Interest Group "Create with Care" which gave back to the community, raised funds for Breast Cancer Research, as well as organized local roadside cleanups.

Certifications:

- Certified Mac Technician
- Certified iOS Technician

Skills:

- Microsoft Suite
- Version Control
- System Administration
- Linux / Bash
- Macintosh Computers
- Scripting
- Hardware repair