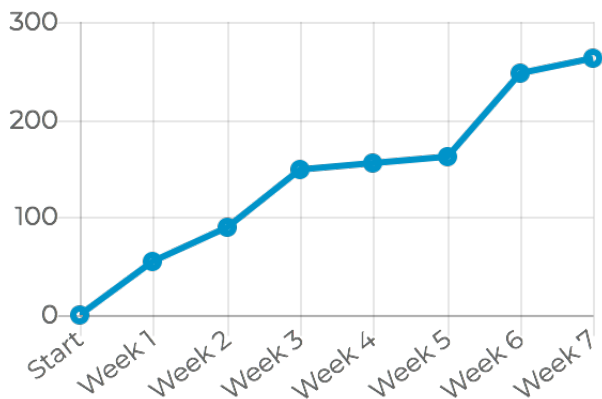# Grant Berryman

Alpha C# Graduate

Experienced and dedicated professional looking to leverage over 8 years of customer service experience, proven problem solving abilities, excellent computer skills, and unique background to a company that has opportunities for career growth and contribution to a team.

Codewars Score

Personality Type

INTJ: Independent, original, analytical, and determined. Have an exceptional ability to turn theories into solid plans of action. Highly value knowledge, competence, and structure. Driven to derive meaning from their visions. Long-range thinkers. Have very high standards for their performance, and the performance of others. Natural leaders, but will follow if they trust existing leaders.

Experience

Tech-Ease

Apple Consultant / Lead Tech | SEP 2016 - Present

- Field calls from customers, set up appointments, provide on-site personal or business consultation and expertise for finding the best technical solution for their needs
- Troubleshoot, resolve and repair all hardware and software issues on all Apple products
- Lead both group workshops and training sessions

Twist Technology LLC

Service Department Head / Programmer | MAY 2013 - SEP 2016

- Diagnosed and resolved issues with client systems, while giving customers a second to none experience
- Coordinated with Project Manager to effectively manage staff
- Programmed automation systems, terminated cables, and field engineered solutions
- Educated and trained customers on products
- Built and maintained customer networks and access points

Apple Retail

Genius / Certified Mac Technician | JAN 2012 - MAY 2013

- Provided hands on technical support and repairs for all Apple hardware and software
- Delivered top notch customer service to restore customer faith in Apple
- Consistently ranked at top of team for service by customers
- Communicated complex technical ideas to all ages and experience levels
- Managed time to keep customer appointments on time in fast paced environment

Family Room Specialist | SEP 2010 - JAN 2012

- Apple small device certified
- Performed troubleshooting and resolved hardware and software issues on Apple mobile devices, transferred data from old customer computers to new Apple computer
- Repaired and rebuilt customer relationships, while managing time effectively
- Taught personal training sessions on Apple hardware and software
- Visual Team Member - ensured that both store and products were displayed according to Apple's standards, worked after hours to change displays, updated storefront windows, image products with updated software, setup for product launches and restock

Specialist | MAR 2010 - SEP 2010

- Top performer, consistently in top three for store in sales and metrics
- Helped customers through dialogue find the right solution for their needs
- Assisted customers with new device setup and product education
- Taught group workshops on Apple products and services

Buster's Billiards and Backroom

Tech Manager | JUN 2009 - JAN 2010

- Designed, installed, maintained and ran a top-notch audio and lighting system for 1000 capacity venue, also was Front of House engineer, Monitor engineer
- Trained, supervised, managed and scheduled six tech employees
- Responsible for on-site production and coordination of shows, stage managing
- Worked with national acts like The Derek Trucks Band, Blues Traveler, Silversun Pickups

Education

TrueCoders | Alpha C# Graduate

NOV 2017, Birmingham, AL

Development education, along with other marketable skills including:

- C# and ASP.NET
- Git
- ANSI SQL and Relational Databases
- HTML, CSS, JS

Middle Tennessee State University | Bachelor of Science Degree in Recording Industry

MAY 2006, Murfreesboro, TN

- Major: Production and Technology - Minor: Music Industry
- Major GPA: 3.857 - Overall GPA: 3.34 - Dean's List - Audio Engineering Society Member
- Internship with Grammy award winning engineer Dan Rudin.

Atlanta Institute of Music | Associates Degree in Guitar Performance

MAY 2004, Atlanta, GA

- GPA: 3.3

Auburn University | Bachelor of Arts Degree in Psychology

MAY 2002, Auburn, AL

- GPA: 3.198 - Dean's list - Golden Key International Honor Society

References

Grant is highly intelligent and will not rest until he has accomplished the task at hand. He's a self learner with an ability to tackle any problem given him. I'd highly recommend him for a developer position.
- Cody Winton | President & Technology Officer at TrueCoders LLC

Further references and contact info for Grant Berryman are available upon request.