

## **Education and Certifications**

**Coding Dojol** Bellevue, WA- Software Engineer

Fall 2018

**Apple Authorized Service Provider (AASP)** Technician (ACMT)

**CompTIA A+ Plus Certification**

## **Specializations**

- Python
- HTML/CSS Javascript
- Bash Scripting
- Networking
- Version Control(Git)
- Windows/Mac Server
- Linux Server

## **Experience**

**Apple** | Tacoma, WA

August 2019 – Present

*Genius (Apple Certified Mac Technician) (ACMT)*

- Run diagnostics, analyze and perform repairs related to Mac systems, operating issues, and their peripherals.
- Install, configure, and fix macOS and interact with end users and guide them on queries and issues related to hardware and software. thwart cyber-attacks and eliminate viruses with several types of tools.
- Monitored, traced, and documented problems in a bid to resolve them promptly.
- Troubleshoot and repair Apple devices in real time with end users
- Provide hands-on technical support to end users developing strong positive relationships with Apple Devices

**Zones** | Kent, WA

June 2018- August 2018

*Imaging Technician*

- Maintain current industry certifications of technical staff and build additional certifications as required by Zones and customers.
- Responsible for re imaging PC, Laptop and server units as order specified. Solid understanding of all major Windows Operating Systems

**Sprint**-BNJ Communications

*District Sales Leader/B2b Account Manager*

June 2016 - December 2017

- Responsible for creating and implementing sales goals for subordinates and deploying companywide campaigns with a focus on quarterly growth and meeting company quotas.
- Managed all training for new hires, maintained up to date planograms in all five stores managed, maintained and established KPI's for sales team performance and held one on ones with team members to discuss performance and career goals.
- Ensured all Sprint employees were proficient with proprietary software, company policies and code of conduct.
- Other duties included payroll and inventory management and daily cash deposits.

**Store Manager**

**Sales and Repair Representative**

**February 2014 – June 2016**

**August 2013 – February 2014**