

Erik Leon
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WORK EXPERIENCE

Apple Inc.

Technical Specialist

December 2016 - Current

- Assess customers' support needs when they arrive
- Developing strong, position relationships with Apple customers
- Provide personal training for new customers, on average 25 to 30 a day
- Sharing knowledge and experience about the products and services

Best Buy: Geek Squad

Consultation Agent

March 2016 – December 2016

Technology Education Agent

October 2014 – March 2016

- Managing the Geek Squad check-in and check-out experience for clients
- Coach sales team, build trust and explain services and technology to help meet all client needs.
- Perform walk-out-working solutions, clinics and classroom-based training sessions to help clients understand and control their technology.
- Strong knowledge of all services, technology and store business strategies to ensure that no clients are left unserved.
- Maintain, repair, and service client's devices(suspects) based on their needs and given solutions.

Forever 21

Head Cashier/Store Lead

November 2013 – October 2014

- Support company vision through front line supervision of Cashiers and cash wrap processes
- Understanding key performance indicators and other metrics to analyze business growth and performance
- Support Store Management in driving associates to execute their job duties.
- Achieve excellence in sales performance, operational discipline, cash wrap and POS operations, teamwork, and customer services

Sales Associate

June 2013 – November 2013

- Providing an excellent customer experience.
- Duties for sales associates include greeting customers, helping guests on the sales floor, informing customers of sales or specials, and ringing up purchases.
- Perform several stocking, cashier, and administrative duties.

EDUCATION

University of Nevada, Las Vegas

August 2013 – Current

Prospective Bachelors of Science in Computer Science and minor in mathematics

SKILLS

- Bilingual: Spanish and English
- Establishing relationships with new and returning clients
- Adaptability and collaboration
- Leadership
- Proficient in Microsoft Office Suite (Word, Excel, Access, Outlook, PowerPoint)
- Programming Languages: C++, Java, HTML, CSS, JavaScript, PHP, Swift, Python, intermediate full stack developer
- Basic iOS development
- Operating Systems: Windows 10/8/7/Vista/XP, Mac OS X, Linux/Unix