

# Isaac Halvorson

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## Summary

Dedicated IT professional with broad experience and skills to support your company.

## Experience

**IT Support Technician** - BBDO Minneapolis  
Minneapolis, MN

August 2014–April 2016

I handled all the tech support and more for this advertising agency, winning an award for my efforts helping the company. Upon starting at BBDO, I streamlined processes and systems to make life easier for everyone.

- Support: Mac computers, iOS devices
- Manage: projects, inventory, servers, Active Directory
- Execute: Sarbanes-Oxley compliance, documentation, budget planning

**Genius and Family Room Specialist** - Southdale Apple Store  
Edina, MN

August 2012–August 2014

My Genius team won Apple's Ovation award two quarters in a row, demonstrating our excellence in customer satisfaction and repair efficiency. As a Genius, I handled Mac and iOS tech support, troubleshooting, and training, as well as honed my sales and customer support skills.

**Quality Assurance Engineer** - Apple Inc.  
Cupertino, CA

August 2013–November 2013

Only a few Apple employees are chosen for this special program, and I was selected to spend time in Cupertino and learn what it takes to secure web applications. I manually tested apps and used tools like OWASP ZAP, sending UX and workflow feedback to the development teams.

**Sales Associate** - IPR Pro Audio Outlet  
Minneapolis, MN

March 2011–June 2012

In addition to finding the right equipment to sell to students and faculty members, I managed inventory, ordered products, and even expanded the services offered in the store to include IT troubleshooting and help.

**Lab Staff** - IPR Audio Lab  
Minneapolis, MN

October 2010–March 2011

I assisted and advised students and faculty in audio gear and software use in the school's audio lab. I also kept studio equipment in working order.

**Co-Founder and Co-Owner** - Hospice Media  
Saint Paul, MN

April 2010–September 2011

For my record label I managed artists and music production, booked shows, created merchandise, and even designed and built the company web page and handled advertising and promotion, a first-rate learning experience in management and digital product creation.

**Foreman** - Sticky Construction, Inc.  
Thompson, ND

May 2002–September 2010

After learning the trade firsthand, I trained and managed construction crews on all types of jobs that required skilled labor.

## Education

Institute of Production and Recording  
**AAS Degree in Audio Production and Engineering**  
Minneapolis, MN

2008–2010

- Graduated valedictorian
- On the dean's list throughout my attendance
- Elected to student advisory board

University of North Dakota  
**Fulfilled general education requirements**  
Grand Forks, ND

2005–2008

- Accepted into the honors program
- Elected honors program student senator

## Volunteering

**Tutor** - Rock Star Supply Company

2009–2010

I tutored high school students in math, history, and English for this non-profit organization that emphasizes cross-curriculum creativity in supporting students.

**Youth Center Volunteer** - 4Fourteen

2005–2009

I volunteered with youth outreach, managing the day-to-day activities of the center and helping to plan and manage concerts and special events.

**Aid Worker** - Guatemala Mission Trip

April 2007

Partnering with a medical organization working in a small Guatemalan village, I was in charge of testing the eyesight of the people in the community and distributing eyeglasses.