

RIDGE WOODS

610-952-7051
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1408 Parkside Dr
Havertown, PA 19083

EXPERIENCE

Genius, Apple; Burlington, MA

2021-2022

Perform hardware repairs and one-on-one customer appointments servicing both hardware and software for the entire apple product line. Grow and develop product and repair teams.

- MacBook, iMac, and iPhone repair certified for products made from 2010 - present.
- 100% YTD repair success rate.
- Diagnose and troubleshoot full apple product line.
- Support team by covering floor manager, administrative, and sales roles.
- Trained team members on repairs, sales, and appointments.
- Average 90%+ satisfaction from customer surveys.
- Developed new COVID-safe training procedures for the repair team.
- Lead weekly team wide presentations to help team members with personal development.

Technical Expert, Apple; Burlington, MA

2018-2021

Responsible for team development, physical hardware repairs on mobile devices, and one-on-one customer appointments for software troubleshooting of mobile and wearable devices.

- Assisted team members with session duration, workflow, and effective customer interactions.
- Multi-tasked appointments when needed to maintain on-time percentage.
- Assisted with repairing the relationship between customer and device.
- Partnered one on one with technicians looking to interview for higher positions, helping develop interview language and comfortability.

Technical Specialist, Apple; Burlington, MA

2017-2018

Diagnose and troubleshoot Apple mobile phones and wearable devices in one-on-one customer appointment while providing an understandable experience for the customer.

- Held one of the fastest average session durations for appointments while maintaining top satisfaction from customer surveys.
- Developed confidence and skillsets to support teammates above my position.
- Sought out and provided regular feedback to improve self and team in comfortable positive manner.

Sales Associate, Bed Bath and Beyond; Radnor, PA

2016-2017

Worked all areas of the business including opening and closing the store, providing customer service, and handling stock and displays.

- In-store and phone customer service.
- Dealing with misplaced or damaged merchandise.
- Rearranging and stocking seasonal store displays.

EDUCATION

Kalamazoo College, Kalamazoo, MI — BA Classics

2017

SKILLS

- Proven ability to keep a regimented schedule of customer appointments
- Proven ability to make goals and achieve them within reasonable timeframes
- Exceptional customer service skills and proven ability to empathize with customers
- Strong Interpersonal and Communication skills
- Negotiation, Mediation, and Problem Solving
- Motivation
- Public Speaking
- Leadership