**PROFESSIONAL EXPERIENCE**

**Tango Card Seattle, WA September 2019 – Present**

*Product Support Specialist*

* Maintain and resolve a queue of troubleshooting tickets
* Use tools like Sumo Logic, Fullstory, and Mixpanel to find and report bugs in Jira
* Assist users in setting up and maintaining their platforms for reward delivery
* Help the development and UX/UI teams prioritize bugs based on customer needs
* Help our product team prioritize new features based on customer feedback

**Apple Seattle, WA October 2017 – September 2019**

*Genius*

* Troubleshoot customer issues with macOS and iOS devices
* Perform hardware repairs on Apple devices
* Be a resource for fellow technicians and sales employees on troubleshooting steps and customer interactions
* Repair the relationship between Apple and frustrated customers over technical issues
* Introduce customers to Apple’s product line, free Today at Apple courses on all our devices, and connect business customers to our Business Team

**Highpoint Church Memphis, TN August 2016 – May 2017**

*Elementary Ministry Director*

* Organize, implement, and maintain monthly curricula for two large group environments and eight classrooms
* Schedule, organize, and lead teams of 30+ weekly volunteers
* Fill in to support team when gaps in volunteers arise (classroom and large group kid’s worship)
* Plan, organize, and execute large scale extracurricular events for kid’s ministry (100+ attendees)
* Maintain and foster open communication with parents and peers including conflict resolution

**Overton High School Memphis, TN January 2015 – May 2016**

*World History and Advanced Placement Teacher*

* Developed and implemented a 9th grade Social Studies curricula including World History, Advanced Placement (AP) Human Geography, and Facing History in Ourselves
* Planned and delivered developmentally appropriate daily lessons as well as graded assignments
* Maintained classroom order and organization among all three curricula taught across six classes of 35+ students each
* Provided supplemental tutoring assistance for students in need of further individualized instruction
* Created and maintained parent and administration relationships

**VOLUNTEER SERVICE**

**Memphis City Football Club (MCFC) Memphis, TN January 2016 – Present**

*Public Relations Director August 2016 – Present*

* Maintain communication and correspondence with outside organizations for sponsorships and partnerships
* Create and develop tiered sponsorship packages with various advertising opportunities and incentives; prospect leads as well as implement and maintain Club sponsorships
* Build partnerships with local colleges to develop internship programs with the Club in areas such as social media, photography, game day operations, and broadcasting
* Create and lead volunteer teams in game day programming (halftime events, theme nights, spotlights on local organizations)

*Writer/Editor for Rogue Report January – August 2016*

* Created a sense of excitement and connection between the Memphis community and their new semi-professional National Premier Soccer League (NPSL) club
* Developed and edited content for MCFC news and information website, [roguesquadron.wordpress.com](file:///C:\Users\Nathan\Downloads\roguesquadron.wordpress.com), according to weekly seasonal deadlines and monthly off-season deadlines; conducted feature interviews with MCFC players and coaches

**EDUCATION**

**Arkansas State University**  **Jonesboro, Arkansas May 2014**

*Bachelor of Science in Education/Social Science*

* Successfully completed the university core curriculum and passed the Tennessee Praxis

**COMPUTER SKILLS**

* Adobe Suite (InDesign, PhotoShop, Illustrator, Encore) Wordpress
* Pro Presenter Fellowship One
* Microsoft Office Suite Attendance One
* Google Suite
* macOS troubleshooting
* iOS troubleshooting