

Rohan Malhotra

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Work Experience

Apple	09 2022 - Present
Technical Specialist. Downtown Brooklyn	06 2024 - Present

- Proactively engaged with customers to identify potential business opportunities and successfully cultivated 101 new business introductions by the fourth quarter of 2024 and 55 new business introductions by the first quarter of 2024.
- Led the store in the

Specialist. Fifth Avenue, New York	09 2022 - 06 2024
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- Offered and connected 45% of customers new iPhones to their carrier, and offered and protected 63% of customers new iPhones with AppleCare as of Q2 of 2023
- Proactively engaged with customers to identify potential business opportunities, resulting in the successful development of 77 new business introductions as of the second quarter of 2023 to 2024.
- Leading the connection team in terms of offering and connecting customers with new iPhones, providing and protecting customers with AppleCare, and offering and developing new business introductions for the past three quarters.
- As of Q2 and Q3 of 2023 and 2024, fourth in Store overall in terms of business introductions and business revenue with 77 business introductions with a revenue of \$55,00, 1/4th of total revenue this quarter
- Consistently collaborating with colleagues to provide mentorship and guidance on how to enhance their metrics and improve my own.
- Participated in the “This is how we it at Fifth” video, a video that demonstrates how to secure store devices
- During product announcements, I created detailed notes to share with my colleagues, ensuring they had easy access to information about the new products. These notes could then be shared with customers to enhance their lives.
- Participated In Store Core training by collaborating with the training to create resources regarding product announcements
- Constantly exploring novel approaches on the floor, leveraging both successes and failures, to enhance the delivery of a customer-centric solution. This approach fosters a robust relationship and enables the development of solutions that prioritize customer needs and preferences.

Just Leadership USA
Communication & Policy Intern, New York City, New York

08 2021 - 05 2022

- Participated in research and drafting policies and then communicated these policies to leadership for congress to recommend
- Tracked and analyzed federal and state policies to further enhance researching and developing policies for congress to consider passing. While doing so, gained exposure to campaign strategy and leadership skills

Law Office of Jerome Patterson
Legal Assistant

02 2022 - 04 2022

- Managed client accounts by preparing, finalizing, and distributing invoices, as well as resolving billing inquiries in collaboration with the billing attorney. Drafted and proofread correspondence and legal documents, including pleadings and contracts, along with general administrative tasks such as scheduling attorneys' calendars and making travel arrangements.

Education

CUNY Hunter College
Bachelors of Science in Computer Science

08 2024 - present

John Jay College of Criminal Justice
Bachelors of Arts in Criminal Justice & Bachelors of Science in Law and Society

08 2019 - 12 2023

Forest Hills High School

09 2015 - 06 2019

Skills and Accomplishments

- Captain of the Forest Hills Volunteer Ambulance Youth Corps (2018 - 2019); Awarded third place for Pulse Check Competition; Part of the New York Giants Fellowship (August 2021 - May 2022)