

Sean Barker

Work History

2018-06 -
Current

Owner Operator

Summit Cold Brew, Fort Wayne, Indiana

- Built the business on a shoe string budget and doubled our investment in the first year
- Created a strong social media presence mostly through instagram using the handle @SummitColdBrew
- Handled all graphic design projects and assisted with marketing
- Recipient of Founders Spark grant for up-in-coming business

2017-04 -
Current

Social Response Responder

Apple Inc, Fort Wayne, Indiana

- Provide technical support for customers over Facebook and Twitter through the handles @AppleSupport and @BeatsSupport
- Moderation of our @Apple Instagram account
- Creation of several job tracking and reporting tools

2016-07 -
2017-03

Senior Technical Advisor

Apple Inc, Fort Wayne, Indiana

- Taking high-level technical support calls supporting our iOS and Beats queues
- Worked in collaboration with Site Support Engineering to develop solutions to complex issues
- Completion of Commitments Team rotation and created email tracking policies and procedures

2015-05 -
2016-07

Technical Advisor

Apple Inc., Fort Wayne, Indiana

- Providing technical support phone service as a front-line advisor
- Skilled in iOS, Mac, Beats, and Account Security queues
- Consistently exceeded metrics with excellent customer satisfaction

Education

2020-01

Associate of Applied Science: Software Development

Ivy Tech Community College of Indiana - Fort Wayne, IN

- 3.5 GPA

Personal Info

Address

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Apartment A
Fort Wayne, IN, 46825

Phone

(574) 321-2590

E-mail

imseanbarker@gmail.com

WWW

<https://www.seanbarker.dev>

Skills

Microsoft Office (Word, Powerpoint, Excel)

Troubleshooting in Mac, iOS, Android, and Windows environments

Proficiency in HTML, CSS, JavaScript, Python, Bootstrap, Sass

Languages

JavaScript

Python

HTML

CSS

Bootstrap

Sass

Certifications

Web Foundations (2019)

- Recipient of Dean's List award 4 semesters in a row
- Completion of coursework using HTML, CSS, JavaScript, PHP, and Python
- Completed many projects and websites to fulfill course work requirements