

# 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
- Creating a strong social media presence mostly through instagram using the handle @SummitColdBrew
- Handling all graphic design projects and assisted with marketing
- Recipient of Farnsworth Fund 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
- 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*

- Took high-level technical support calls supporting 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*

- Provided 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

2016-05 -  
2020-05

### Associate of Applied Science: Software Development

*Ivy Tech Community College of Indiana - Fort Wayne, Indiana*

3.5/4.0 GPA | Dean's List Recipient

## Personal Info

### Address

9209 Norwich Ct  
Fort Wayne, Indiana, 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)