

Shawn Wiles

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1) Experience

Senior Advisor |Apple| Febuary 2015-present

- Supported Tier 2 iOS devices, Tier 2 CPU Macs, and warranties as Senior Advisor
- Strived for customer satisfaction achieving 83.5% satisfaction in a 12 month period
- Developed goals with manager to enhance performance that was adopted by other teams
- Was chosen for Manager Xchange program to work with another team

Technical advisor |Telenetwork| Dates From Oct 2012 – To Jan 2015

- Supported internet, email, modem issues for Century link internet service
- Helped customers with computer, browser, and operating system issues related to internet
- Aided manager in improving call handling times for team

SALES ASSOCIATE |MARIOTT| Dates From DEC 2007 – To OCT 2011

- Supported internet, email, modem issues for Century link internet service
- Helped customers with computer, browser, and operating system issues related to internet
- Aided manager in improving call handling times for team

2)Skills & Abilities

TECHNICAL

Proficient with: HTML/CSS/BOOTSTRAP, Javascript, C#/.net, Visual studio

Familiar with: Linq, Dependency Injection, SQL, ADO.NET, MVC, ASP.NET, Json, JQuery

VISUAL

Proficient with: Photoshop, Illustrator, Maya, Zbrush, Substance Painter, Corel Painter

3) Education

UNIVERSITY OF CENTRAL FLORIDA | BFA ART/ANIMATION| 2012

UDEMY | 2019

HTML5 + CSS3 + Bootstrap: The Beginner Web Design Course

17 Beginner C# Walkthrough Projects step by step