Shawn Wiles

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Experience

Senior Advisor | Apple | February 2015-Present

- Strived for customer satisfaction achieving 83.5% satisfaction in a 12 month period

- Supported Tier 2 iOS devices, Tier 2 CPU Macs, and warranties as Phone Advisor

- Developed goals with manager to enhance performance that was adopted by other teams

- Achieved an average of 70% issue resolution in a 12 month period which reduced repeat calls

Technical Advisor | Telenetwork | October 2012 – January 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 | Marriott | December 2007 – October 2011

- Achieved monthly sales goals of 3 sales per week

- Sold vacation ownership to 13 Marriott properties

- Encouraged team employees to help drive success

Skills

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

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