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# Shawn Wiles

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## TECHNICAL SKILLS

- Object Oriented
- Programming
- React
- C#/.Net
- ASP.NET
- Visual Studio 2017
- HTML
- CSS
- Javascript
- LINQ
- Dependency Injection
- SQL
- ADO.NET
- MVC
- Bootstrap
- Json
- jQuery
- Photoshop
- Zbrush
- Maya
- Substance Painter
- Marvelous Designer

## ACTIVITIES

- Studied with Software Guild Coding Bootcamp alumni
- Studied all Software Guild course materials
- Participated in coding meetups in the Austin Tx area

## PROJECTS

- Designed personal responsive website using HTML, CSS, Bootstrap, and Javascript
- Created many small applications using C# and visual studio 2017

## EXPERIENCE

### SENIOR ADVISOR

*Apple Inc., Austin, TX Febuary 2015 - Present*

- Supported iOS, iOS T2, CPU/CPU T2, and Agreements as Phone Advisor
- Worked with Advisors and Managers to improve call management using SMART goals
- Maintained schedule adherence and helped out with extra hours when business needed
- Signed up for Manager Xchange program to work with another team
- Made Area Manager's "100 CLUB" by keeping perfect compliance with Apple's privacy policy

### NETWORK SUPPORT

*Telenetwork, San Marcos, TX Oct 2012 - January 2015*

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

### SALES ASSOCIATE

*Marriott, Orlando, FL Dec 2007 - Oct 2011*

- Sold vacation ownership to 13 Marriott properties
- Encouraged team employees to drive success
- Achieved monthly sales goals of 3 sales per week

### SALES FLOOR / BACKROOM TEAM MEMBER

*Target, Orlando, FL April 2007 - Oct 2012*

- Sold vacation ownership to 13 Marriott properties
- Encouraged team employees to drive success
- Achieved monthly sales goals of 3 sales per week

## EDUCATION

### University of Central Florida

*Orlando, FL — BFA Art/animation 2008*

### Udemy

*HTML5 + CSS3 + Bootstrap: The Beginner Web Design Course*  
*17 Beginner C# Walkthrough Projects step by step*