

Jamey Wicklund

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Experience

LEAD GENIUS CE | APPLE INC. | SEATTLE, WA | 10/2021-1/2022

Process tableau data to create action plans to improve repair quality

Design training programs for newly hired and current team members

Facilitate technical and cultural discussions in weekly meetings

Adjust scheduling to meet business needs

Address customer service escalations and complaints

GENIUS | APPLE INC. | SEATTLE, WA | 08/2017-PRESENT

Team and customer technical support for full array of Apple Products

Exceeds expectations regarding successful Mac and iPhone repairs

AT HOME ADVISOR | APPLE INC. | SEATTLE, WA | 05/2021-07/2022

Remote troubleshooting and education support on Apple's devices and services

RETAIL SALES CONSULTANT | AT&T MOBILITY | FAIRBANKS, AK | 11/2013-04/2017

Discover complete and tailored solutions from AT&T's array of products for every customer

Train coworkers on Apple products through the Apple Master's Program

ASSISTANT MANAGER | SIPPING STREAMS TEA COMPANY | FAIRBANKS, AK | 12/2010-10/2013

Created detailed Employee Handbook explaining store policies, procedures, and training program

Craft sales initiatives and public outreach programs to drive customer traffic

Office Tasks (billing, scheduling, payroll, etc)

Education

NORTH POLE HIGH SCHOOL – 2010

Skills

Unix/Linux | Shell Scripting | Command Line | IT | Keynote | Numbers | Pages | Quickbooks | macOS & Windows