



Jamey Wicklund

📍 Seattle, WA 98105 📞 (907)590-5801 ✉️ jamey_w@hotmail.com

PROFESSIONAL SUMMARY

Skilled Technologist with experience configuring computers, servers and peripheral devices to work within established company and security parameters. Adept at managing permissions, backup systems, and networking devices. Devoted troubleshooter with deep understanding of system architecture and diagnostics.

SKILLS

Unix/Linux	IT
macOS & Windows	Keynote/Powerpoint
Shell Scripting	Numbers/Excel
Automation	Pages/Word
Command Line	Quickbooks

WORK HISTORY

GENIUS 08/2017 to CURRENT

APPLE INC | SEATTLE, WA

- Team and customer technical support for full array of Apple Products
- Exceeds expectations regarding successful Mac and iPhone repairs

LEAD GENIUS 10/2021 to 01/2022

APPLE INC | SEATTLE, WA

- 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

AT HOME ADVISOR 05/2021 to 07/2022

APPLE INC | SEATTLE, WA

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

RETAIL SALES CONSULTANT 11/2013 to 04/2017

AT&T MOBILITY | FAIRBANKS, AK

- 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 12/2010 to 10/2013

SIPPING STREAMS TEA COMPANY | FAIRBANKS, AK

- 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