

# VALENTINAS KORNIJENKA

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## EXPERIENCE

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### Technical Specialist - Operations Specialist

2019 - Present

Apple Carindale | Brisbane, QLD

- Helping customers troubleshoot issues with devices and providing exceptional service.
- Ability to maintain good time management, keeping good session duration.
- Building good rapport with customers - suggesting options, reassuring customers and offering solutions.
- Ability to adjust between skill sets and different parts of the store - Genius Bar, Product Zone and Operations based on demand.
- Supporting team with development by being perceptive to give recognition and feedback to the team.
- Being aware of Apple's priorities and new processes, being able to learn on the go and being open for development.

### Waiter

Jun. 2018- Oct 2019

Can Tho Kitchen Bar | Gold Coast, QLD

- Being able to work and multitask in busy conditions.
- Ability to work swiftly during all periods, especially during opens and closes, ensuring a smooth workflow.
- Being able to speak concisely with coworkers during peak hours.

### Computer Technician

2015 - 2018

Self-Employed | Vilnius, Lithuania

- Troubleshooting Windows devices.
- Assisting clients with PC builds.
- Providing PC overclocking services.

## EDUCATION

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**Vilnius Technology Secondary School** | Secondary Education - Certificate in AutoCAD, Engineering Foundation Jul. 2017

- Graduated with top scores in English, History and Technology (Engineering Foundation)
- Winner of Vilnius City History Olympics 2014, 2016.
- Winner of Vilnius City English Olympics 2015-2017.

## SKILLS

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Exceptional customer service - customers frequently comment on my patience and service. | Good time management, being able to align to plans and adjust. | Australian manual driver's license. |

## PASSIONS

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Self-learning Coding, Engineering and Math | Exercising | Cooking | Traveling |