



Zackir Metcalf

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Education

Michigan State University – B.A:Experience Architecture (UX/UI), 2021

Experience

GEEK SQUAD (BEST BUY); EAST LANSING, MICHIGAN

SEPTEMBER 2019-PRESENT

CONSULTATION AGENT

- Positively Engage with the clients during the check-in and check-out process to ensure client satisfaction.
- Stimulate probing questions, listen and record details, and offer accurate estimate time to communicate to repair agents.
- Monitor queues and provide status updates for clients to maximize work flow.
- Communicate with team members to ensure devices are being repaired properly and to minimize mistakes.
- Perform on-the-spot and intensive quick repair for laptops, smartphones, and other smart devices.

MICHIGAN STATE UNIVERSITY; EAST LANSING, MICHIGAN

FEBRUARY 2019-OCTOBER 2020

FACILITIES STUDENT LEAD (LEVEL 4)

- Supervised a team of 18 student workers to performing routine building maintenance including cleaning, event setup, and repairs to increase the resident quality of life.
- Led a team of 4 student supervisors (Level 3) to successfully plan and complete building projects in student halls.
- Conducted on-site training for 20 new student workers using Powerpoint and on demonstration to solve new employee problems early on.
- Performed administrative duties such as scheduling and payroll to ensure student employees are paid.

Skills

- Computer Aided Design (AutoCad)
- Intermediate Microsoft Excel
- Unmanned Systems Flight
- Beginner French
- Intermediate CSS
- Intermediate HTML
- Intermediate JavaScript
- Mixed Martial Arts