# **PROFILE**

Passionate advocate for technology and its ability to keep people connected, motivated, curious, and successful. Strong believer in time-management being the key to success in an ever-changing world, remembering to enjoy the thrill of constant change. Equipped with over 6 years in customer service experience, firm supporter in every customer interaction mattering and having the ability to revolutionize the way we live in our world.

# **EXPERIENCE**

Brand Representative, Abercrombie & Fitch — 3 1/2 years

* Managed customer experiences in the store, ensuring each customer fulfilled their purpose in visiting while safeguarding time, resulting in time spent in the store being utilized effectively and productively.
* Provided customers with “next steps” in the event that a particular product was not readily available in the store, and provided customers with tips preventing unnecessary trips to the store in the future.
* Managed stock room, being knowledgable about what products were available and what products needed to be ordered slashing poor customer satisfaction rates.

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Alanté d. Powell  
  
<https://alantedpowell.github.io/Portfolio/>

Tier 1 mac+ advisor, Apple inc. — 2 years

* While maintaining KPI metrics, effectively assisting customers in resolving iOS, macOS, watchOS, and iCloud related issues without compromising customer satisfaction.
* When presented with unhappy customers, maintained professionalism in resolving issues while providing valuable resources to better understand the problem and potential resolutions in the event of reoccurrence.
* Actively engaging time-management skills to ensure time engagement with each customer was spent effectively and productively to maximize group effectiveness.

# **EDUCATION**

* Georgia state university— Atlanta, GA — b.s. Computer science— Expected graduation date: may 2021
* `Harvard University — Cambridge, Massachusetts — Certification Linux/Unix — Graduated: August 2015

# **SKILLS**

* SwiftUI/Swift — Python — Java — Full-Stack Web Development — SQL/Alchemy — Version Control (Git) — Time-Management — Team-Oriented — Goal-Oriented — Linux/Unix