

RÉSUMÉ

ALASTAIR BLACKWOOD

Indooroopilly, QLD, m. 0405 792855 alastair.blackwood@icloud.com

PROFILE

Experienced technical specialist on the Genius Bar, with proven technical, communication and problem-solving skills. Seeking to apply my abilities to the position of full-time Technical Expert at the Apple Brisbane CBD retail store.

KEY CAPABILITIES

- 2 years experience in the technical specialist role at Apple Brisbane.
- Advocate for sharing knowledge gained with other team members to help them grow and develop in their role and further teams overall result.
- Promoter of the Apple brand who actively encourages team including myself to offer customers options to purchase / upgrade to a new product whenever that is the best solution for them.
- Ability to problem solve using the triaging troubleshooting method, working logically to eliminate issues and to explain complex issues to customers in simple, easy to understand language.
- Excel in customer service skills, always using clear and honest communication to anticipate needs and actions required.
- Reliable and respectful team member, able to listen and mediate with wide range of colleagues / managers in store to ensure professional outcomes during all customer interactions.
- Display excellent composure skills when involved in disagreements regarding decisions / outcomes that customer may be unhappy with.

COMPUTER SKILLS

- iOS – Advanced • Adobe ProTools – Advanced
- Apple Logic Pro X – Advanced

TERTIARY EDUCATION

Canterbury Christ Church University, Kent (UK) — BA (Hons) Popular Music & Technology (First Class)

Canterbury College, Canterbury, Kent (UK) - Advanced GNVQ in Media: Communication & Production (Distinction)

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BUSINESS EXPERIENCE

TECHNICAL SPECIALIST (FULL TIME), BRISBANE APPLE STORE QLD — JANUARY 2019-PRESENT

Responsibilities: Assessing customers' support needs when they arrive, then providing solutions either through a series of troubleshooting steps or a quick on the spot resolution - fostering a strong, positive relationship between the customer and Apple. Flexibility to regularly rotate through different technical specialties and skill sets is required and the ability to thrive on change as products evolve.

AUDIO TECHNICIAN (CASUAL), BRISBANE CONVENTION & EXHIBITION CENTRE, BRISBANE, QLD — MARCH 2018-PRESENT

Responsibilities: Diligently carrying out the daily job sheet instructions set by the audio team manager to ensure the smooth running of the set up / bumping of rooms and show operations throughout the Convention Centre. Being available to respond to additional, last minute client requests or problems relating to the audio department throughout the day.

SELF-EMPLOYED PRODUCER, SOUND ENGINEER, COMPOSER — 2012-PRESENT

Responsibilities: Worked effectively with record labels and fellow musicians on multiple studio recording and live performance projects, ensuring the vision for each project and the timeframe /budget was properly managed.

Achievements: Gained multiple plays on high profile commercial radio stations in the UK and recorded/mixed/released an album which received a glowing review in the prestigious and globally circulated 'Q Magazine'.

LICENCES & CERTIFICATES

2020 – Blue Card

2000 – Full (clean) Open Drivers Licence (Class C)

REFERENCES

Will be made available upon request.