Alexander Acosta

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https://alexs55.github.io

Driven individual with 7 years of experience in search to breakthrough into the tech industry. Risk taker, patient and optimistic in finding solutions in a fast paced environment.

EMPLOYMENT

2018- Now

PARTNER RELATIONS ADVISOR– Apple Inc.
+ Provide direct support to App Store developers.
+ Able to research and grasp information across multiple tools while talking with customers.
+ Understand development terms and quickly grasp the root cause of issues.
+ Support developers with general tool troubleshooting.

2015 - 2018

TECHNICAL EXPERT– Apple Store
+ Apple iOS Certified Technician able to perform repairs on iOS devices.
+ Provide industry leading customer service.
+ Continuously advises peers on best practices and areas of improvement.
+ In charge of initial training of new employees.

2013 - 2015

FRONT END LEAD – Best Buy
+ In charge of development and mentorship of 15+ team members.
+ Constant goal achiever of performance metrics for the team.
+ Address and resolve escalated customer scenarios.
+ Daily cash deposit accountability.

2011 – 2013

GEEK SQUAD AGENT – Best Buy
+ Tech device repairs and troubleshooting.
+ Articulate solutions, teach customers and manage repair queue.

EDUCATION

2018- Now

THE CODING BOOT CAMP AT UT AUSTIN
+ Currently attending

2009 – 2014

BACHELOR OF ARTS IN MARKETING– University of Puerto Rico
+ Excellence award- Expo-ADEM Final Project

DEXTERITIES

Software
HTML, CSS, JAVASCRIPT, JQUERY, API MANIPULATION, DATABASES

Language
BILINGUAL: ENGLISH/SPANISH

Interpersonal
LEADERSHIP, RESOURCE MANAGEMENT, TEAM PLAYER, PROBLEM RESOLUTION, BUSINESS CORRESPONDENCE