

BRYAN HUYNH

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EDUCATION

University of Washington

Sep 2022 – Present

Bachelor of Arts, Computer Science, Minor in Business Data Analytics | Tacoma, WA | GPA: 3.5

- Data Structures and Algorithms, Machine Organization, Discrete Math

Pierce College

Sep 2020 – Jun 2022

Associate of Arts | Tacoma, WA

TECHNICAL SKILLS

Programming - Python, Java, SQL, C++

Technologies - Git, Excel, Word

Core Strengths - Campaign Management, Leadership, Customer Acquisition, Mentorship, Data Analytics, Marketing Strategy

EXPERIENCE

Apple Specialist

Apple | Tacoma, WA

Oct 2025 - Present

- Delivered **technical troubleshooting and product integration support** across Apple's software ecosystem (macOS, iOS, iCloud), improving customer experience and system reliability.
- Collaborated with cross-functional teams to **streamline device setup workflows and data transfers**, reinforcing principles of **system design, backend logic, and technical communication**.
- Translated **complex technical concepts into user-friendly solutions** by applying Apple's **core values of empathy, ownership, and connection**, ensuring customers felt understood while using **logical reasoning and systems analysis** to resolve software and network issues.

Campaign Manager

Jun 2024 – Oct 2025

Fine Line Marketing, Inc. | Tacoma, WA

- Led a team of 5–10 representatives, training them in sales strategies, customer engagement, and brand representation, resulting in **50% increase in weekly revenue**.
- Achieved **#1 national ranking in AT&T sales** by implementing customer-centric strategies and consultative selling techniques, generating **\$10K+ weekly revenue** for multiple months.
- Drove campaigns for brands including Apple, Samsung, AT&T, and Leaf in retailers such as Costco and Lowe's, improving **customer retention by 30%** through **personalized product demos** and **follow-up engagement**.
- Optimized sales campaigns by analyzing KPIs and CRM data with advanced Excel models, boosting **conversion rates 20%** and **overall revenue 15%** while mentoring team members.

LANGUAGES

English (Fluent), Vietnamese (Native)