

JACOB BURKHART

406 Country Estates Drive | Hutto, TX 78634 | 810.813.2875 | JacobDouglasBurkhart@gmail.com

EXPERIENCE

Apple, Inc.

AppleCare iOS Advisor | March 2014 to January 2015

- Troubleshoot and problem-solved customer issues with Apple iOS products.
- Analyzed customer issues to determine what type of solution to provide.
- Thought outside of the box to provide technical solutions to customers with disabilities.
- Driven to learn solutions to issues unfamiliar with through targeted research.
- Contributed to the team by providing training and feedback to empower less tenured employees.
- Consistent top performer on team leading to promotion to senior advisor after 6 months.

Back of House Specialist | December 2012 to March 2014

- Successfully innovated my position by personalizing customer interaction with specific new methods.
- Consistently created new processes to enhance customer satisfaction and build synergy between employees.
- Excel in fast-paced environment with ever-changing products and procedures.
- Frequent loading or unloading of 1,000 pounds of shipment in record time of 4 hours without assistance.
- Acted as a resource for information, policies and processes to fellow coworkers.
- Focus on accuracy of inventory control.
- Exceptional interpersonal skills and understanding to customer issues.
- Aligned and knowledgeable of Apple's core values and practices, including collaboration and pursuit of excellence.

Specialist | August 2011 to December 2012

- Exhibited superior interpersonal skills to deliver excellent customer service by asking questions to determine customer needs.
- Frequently assisted phone operator during busy times, answering calls on a multi-line phone system and providing support to customers.
- Volunteered for Visuals Team and provided weekly support for six months.
- Approachable and personable with customers and team members.
- Worked well under pressure and high-volumes of customers.
- Put forth a team effort to help fellow employees complete their tasks.
- Performed projects and tasks in a timely and efficient manner.

Mike Mains & The Branches LLC

Co-Founder/Musician | January 2009 to March 2011

- Established and cultivated the brand of Mike Mains & The Branches through live performances in front of audiences of up to 600 people, and through one-on-one relationships with hundreds of fans nationwide.
- Developed strategies to promote music and connect with 4,000 nationwide fans through social media.
- Composed and recorded a full-length album at a professional recording studio which was mastered by an industry specialist who also worked on albums by Manchester Orchestra, Copeland, and Relient K.

- Built professional relationships with band's management team, A&R representatives, booking agent, and major record label executives through meetings over two years.

Tom Thumb Grocery

Pharmacy Technician | January 2006 to January 2009

- Promoted from cashier to pharmacy technician after 6 months because of superior interpersonal skills, an ability to accomplish tasks quickly, and a strong work ethic.
- Accurately entered sensitive prescription data into pharmacy computer system on a daily basis.
- Communicated with health professionals to assure precision of records and medication labeling.

EDUCATION

The Iron Yard | Austin, Texas | Diploma | 2015

Gainesville High School | Gainesville, Texas | Diploma | 2008