

Christian Eaves

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Experience

GENIUS, APPLE INC., JUNE 2022 - CURRENT

- Responsible for Mac software and hardware repairs, customer service and IT troubleshooting.
- Offering whole solutions to fit individual customer needs.
- Mentor coworkers in technical and non-technical roles.

GENIUS ADMIN, APPLE INC., JUNE 2021 - JULY 2022

- Responsible for repair room operations, inventory, organization, and task management.
- Managed the repair queue and helped technicians finish repairs on time while following the correct processes.

TEAM LEAD APPLE PAY TECHNICAL SPECIALIST, APPLE INC., JANUARY 2021 - JUNE 2021

- Helped merchants integrate Apple Pay on the web, including eMerchant platforms such as Shopify and Magento 2
- Lead a team of six that worked on 4 individual projects varying from plugin research to auditing Apple Pay implementations on merchant websites

TECHNICAL EXPERT, APPLE INC., MARCH 2020 - JUNE 2021

- Repaired customers' iOS devices and provided whole solutions to meet the individual customer's needs.

AT HOME ADVISOR - APPLECARE, APPLE INC., AUGUST 2020 - NOVEMBER 2020

- Diagnosed and solved customer issues with their Mac devices and iOS devices.

TECHNICAL SPECIALIST, APPLE INC., APRIL 2019 - MARCH 2020

- Diagnosed and solved customer issues with their iOS or mobile devices
- Assisted customers in purchasing new devices

MERCHANDISE TRAINER, THE WALT DISNEY COMPANY, OCTOBER 2018 – JANUARY 2019

- Handled and deposited up to \$2,000 in cash per night in the cash room.
- Coached new Cast Members on how to use the point-of-sale system, the Smart Stockroom system, and how to interact with guests at the Walt Disney World Resort.

LIFEGUARD, THE WALT DISNEY COMPANY, MAY 2018 – OCTOBER 2018

- Assisted as a first responder to guests in distress.

Education

TENNESSEE TECHNOLOGICAL UNIVERSITY

- Bachelors in Interdisciplinary Studies (Business Management, Computer Science)

PELLISSIPPI STATE COMMUNITY COLLEGE

- Associate of Science

Skills

- Certified Mac Technician, Certified iOS Technician, Microsoft Office, iWork, C++, macOS, Windows, tvOS, SAP, Tableau, Kronos, Data Analysis, HTML, CSS, JavaScript, Front End Dev