

CHARITY HOLT

FRONT END WEB DEVELOPER STUDENT

PROFILE SUMMARY

Highly motivated, results driven professional with a solid academic foundation. Excellent communications skills, interpersonal savvy, and organizational skills. Ability to excel in fast-paced, demanding and detail oriented environments, while finessing customer service.

CERTIFICATION

- Apple mobile iOS certified technician

CONTACT INFO

Number: 347-854-6711

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WORK EXPERIENCE

Technical Specialist/Genius Admin

Apple Inc. (2016-2018)

- Successfully diagnose symptoms, Troubleshoot and repair all devices in apple ecosystem

Creating enriching educational experiences for customers

- Administrative duties
- Organized the flow of work for the creatives team

Sales Specialist

Apple Inc. (2015-2016)

- Providing exceptional customer service by tailoring solutions based on customer need.
- Facilitating educational workshops with an audience of 1-9 persons on all things apple from software to hardware
- Visual Resets

Call Center Representative

Comcast (2015)

- Handling inbound customer service calls
- Taking inbound or placing outbound collections calls

EDUCATION

Flatiron School

Front End Web Developer Program (Current)

- Currently doing online school to earn certificate.

University of Bridgeport

Bachelor of Fine Arts in Mass Communication (2014)

- I graduated with a 3.5 GPA average,
- Deans List
- Collegiate Division 2 Soccer and Lacrosse Player

PROFESSIONAL SKILLS

- Mac Support
- iOS Support
- Mac OS X
- Digital Marketing
- Clear Communication
- Time Management