

# Christopher Graham

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## Education

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Michigan State University | GPA: 3.2 | Major: Media and Information, Minor: Information Technology

## Professional Experience

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### Apple Inc. | Mac+ At Home Advisor | (February 2015 – Present)

*Job Description:* Providing technical support for Mac and iOS devices

- Experience publishing here to help guides and troubleshooting guides
- Experience with mentoring others to help them reach company goals
- Developed format for reviewing other advisors for evaluation

### Folical FX Web Design | Web Designer | (January 2011 – July 2015)

*Job Description:* My personal business | Designing and creating websites | Management of websites and customer support

- Communicated with various small to medium businesses, troubleshooting issues with websites or assisting with design aspects
- Gained experience in managing a personal business
- Experience with HTML, CSS, FTP, Bootstrap and hosting sites

### Inteva Products | IT Intern | Summer Internship | (June 2014 – August 2014)

*Job Description:* Cleaning up data for all plants, restructuring menus in Plex, handling Salesforce tickets, creating customer report groups, working with key stakeholders from other departments.

- Experience working with the ERP System Plex), SQLDatabases, and Salesforce
- Experience working in a corporate setting, working with a team, designing and executing plans

## Accolades/Certifications

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- ACEA Award Winner
- CSAT Elite Winner
- In the process of working towards getting CCNA certification

## Skills

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- General TCP/IP knowledge
- Proficient with full Microsoft Office Suite ( | Excel - Macros | Access Databases )
- Extensive experience using Mac OS and Windows
- Adaptable to dynamic environments and working with teams. Well-mannered, good communication skills, timely.
- Experience using the ERP System Plex, and experience using Salesforce for handling support tickets.
- Experience backing up of computers, data cleanup, and fresh installs of either Windows or OSX.
- Familiar with hardware tools like servers, printers, VoIP, networking and telecommunications devices.
- Experience installing and configuring peripherals, components and drivers; also Installing software and applications to user standards
- Proficient with installation and administration of virtual machines with Amazon Web Services and Microsoft Azure
- Some experience using Active Directory and implementing group policy