

Christopher Graham

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Education

Michigan State University | Major: Media and Information Minor: Information Technology | Graduation Date: May 2017

Professional Experience

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

R Dream Productions | Video Editor | (September 2013 – April 2015)

Job Description: Production and editing of artists' music videos.

- Videos produced have been sent overseas and played on Iraqi television.
- Communicated with various music artists on a daily basis
- Managed video shooting, and lead of video editing
- Managed a list of over 50,000 items

Inteva Products | IT Intern | Summer Internship | (June 2014 – July 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

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

Job Description: Providing technical support for Mac and iOS devices

- Experience with mentoring others to help them reach company goals
- Developed format for reviewing other advisors for evaluation
- Experience working in a corporate setting, working with a team, designing and executing plans

Skills

- Proficient with full Microsoft Office Suite (| Excel - Macros | Access Databases)
- Experience using PC and Mac operating systems
- Experience in video editing with Final Cut Pro X
- Experience in designing websites in Adobe Dreamweaver
- 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.
- General TCP/IP knowledge
- 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 using Parallels.
- Some experience using Active Directory and implementing group policy