

Hannah Rittenhouse

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EDUCATION:

Florida State University, Tallahassee, FL

Graduation: May 2020

Bachelor of Science in Information, Communication, and Technology

EXPERIENCE:

Apple Inc., Tallahassee, FL

May 2019-Present

AppleCare Technical Support Advisor

- Determine root causes of hardware or software issues with iOS, WatchOS and iPadOS.
- Resolve technical issues using internal resources in a fast-paced environment.
- Maintain patience and composure while solving problems to ensure the customer is satisfied.
- Achieve quarterly customer satisfaction results of 95% or better.
- Partner with managers to mentor peers.
- Set and meet monthly goals to maximize customer satisfaction.

Florida State University Housing, Tallahassee, FL

August 2017-May 2018

Resident Assistant

- Provided professional and social campus resources to undergraduate students.
- Planned and implemented educational programs for residents.
- Managed administrative tasks and enforced campus and resident hall policies.

Brevard County Parks and Recreation, Cocoa, FL

Summer of 2015-2016

Lifeguard and Water Safety Instructor

- Rescued distressed persons, using rescue techniques and equipment to ensure patron safety.
- Communicated precautionary rules and guidelines to patrons to avoid dangerous activities.
- Analyzed and recorded pool chemicals prior to patron entry.
- Prepared and administered swim and water safety course lessons to patrons of a variety of ages.
- Facilitated phone conversations with patron's parents.

LEADERSHIP:

Florida State University, Tallahassee, FL

August 2019-December 2019

Instructor

- Prepared lesson plans to be taught to a small group of students twice a week.
- Educated students on campus resources.
- Helped students with disabilities adjust to college.

SKILLS:

- Proficient in HTML/CSS
- Research in Data Analytics
- Basic knowledge of Java, JavaScript, jQuery
- Experience with MySQL

INVOLVEMENT & AWARDS:

- Vice President of Student Disability Resource Center Ambassadors
- FBI Cyber Security Symposium Completion Certificate
- Women in IT/ICT Sharing Experiences
- Garnet and Gold Scholar Society
- Student Leadership Council Award
- Lambda Pi Eta Honor Society Member