KEVIN G. SALINAS

CONTACT

Kevin G. Salinas
436 Ridgewood Avenue
Staten Island, NY 10312

Email: KevinGSP@gmail.com
Phone: + (646) 812-4992

Website: www.kevingsalinas.me
LinkedIn: linkedin.com/in/kevingsp

EDUCATION

B.S. IN INFORMATICS
University at Albany, Dec 2016
Major: UX and Social Media Analytics
GPA: 3.42

Organizations
ACM, Base^64, ASIS&T, GreenScene,
Rockefeller, Advistment Services

Projects
NY State Concourse Gallery Redesign
Albany Law Map API
NY.GOV Redesign

SKILLS

UX/UI Design   HTML/CSS

Photoshop   InDesign

Prototyping   Wireframes

Agile Scrum   SQL

Bootstrap   Javascript

Project Management

Content Management

PROFILE

Experienced Apple technician and who has also been head of the Rockefeller College's website in managing and updating its content. I have demonstrated ability to work in higher education where I juggled multiple projects and tasks from different departments at a time. Projects include revamping an old department's website and brought them to current web standards, to creating whole new pages, aligned with the University's theme. Along with my experience at Apple, where I have trained new technicians, led meetings, and innovated practices to make our team more efficient, I am looking to bring these skills along to the next chapter of my professional career so I can continue to grow and learn.

EXPERIENCE

APPLE, INC. | FROM SEPT 2017 - PRESENT
Technical Expert

Support team members on the floor, lead trainings, reverse shadow, and r esponsible for streamlining the store's appointment process. Provided resolutions to customers on the floor and behind the scenes through hands-on repairs. Make sure my team of technicians are providing the full Apple journey by providing in-the-moment feedback and setting them up for success by providing learning opportunities on the floor.

ROCKEFELLER COLLEGE | FROM SEPT 2016 - SEPT 2017
Web Master & Content Manager

Managed and updated website for Rockefeller College and individual departments. Used Dreamweaver and FTP software to update the websites in real time. Created templates with HTML/CSS & JavaScript to align with the University's theme. Worked on multiple projects concurrently and supported various directors with different goals and perspectives on how to generate more user interaction.

UNIVERSITY AT ALBANY | FROM MAY 2016 - JAN 2017
Web Developer

Revamped and optimized department website for the Advisement Center. Introduced new features that made information easier to maneuver and access. Created wireframes and brought them to life. Used content management software OpenText/RedDot, to update multiple pages at once and create content specific webpages.

APPLE, INC. | FROM OCT 2015 - AUG 2017
Technical Specialist

iPhone and Mac technician and specialist. Provided hands-on technical support by diagnosing problems and following a systematic troubleshooting method to determine root cause of issue. Experience dealing with frustrated customers and keeping composure while working under pressure in a fast paced environment. Handled over 30 customer appointments a day and juggled multiple customers at a time.