

J Brennan

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Philadelphia, PA 19123

EXPERIENCE

Frank, New York, NY

IT Support, May 2018-May 2020

- Setup, serviced and maintained film equipment and computers
- Ensured that networked devices functioned reliably and consistently
- Educated, informed and enlightened staff and principals

APPLE, Lawrence Township, NJ

Technical Expert, January 2015-April 2018

- Diagnosed and troubleshoot iOS software and hardware issues
- Performed modular repairs on iOS hardware in a timely and efficient manner
- Maintained composure in emotional situations and delivered exceptional customer service
- Trained new employees in both technical knowledge and customer service skills to ensure their success at Apple
- Mentored existing team members to aid in their professional goals
- Repaired the relationship between Apple and our customers

Technical Specialist, February 2014-January 2015

- Diagnosed and troubleshoot OS X and iOS software issues
- Educated and trained customers during Today at Apple and One to One group and individual lessons and workshops
- Enriched lives having educated, assisted and advised customers with all levels of technical knowledge and comfort

Specialist, June 2013-February 2014

- Started new customers with Apple by assisting in the setup of new devices and iCloud accounts
- Built a loyal community by turning visitors into customers and customers into promoters
- Stayed current with technology and products to recommend the complete solution for customers

EDUCATION

University of Pennsylvania LPS Coding Boot Camp, Philadelphia, PA - 2021

Temple University, Philadelphia, PA - Bachelor of Arts in Film and Media Arts, 2011

SKILLS

Certified Apple Technician • JavaScript • MongoDB • Express • React • Node.js • Nonlinear Editing • Photography • Videography