

J Brennan

Philadelphia, PA 18974

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

Temple University, Philadelphia, PA

Bachelor of Arts in Film and Media Arts, 2011

SKILLS

Certified Apple Technician • JavaScript • Nonlinear Editing • Photography • Videography