

# mallori j. benz

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## education

BS Industrial and Manufacturing Engineering with Spanish minor 2006 - 2010  
University of Missouri - Columbia Honors: Dean's List  
software proficiencies: SQL, Crystal Reports, VB, Excel, Access, html, PHP, basic  
javascript and objective C

## experience

Genius Admin/Family Room Specialist April 2012 - Present  
Apple West County, Missouri/Seattle, Washington

- Maintain the repair queue for all repairs in the system to assure that repairs are done on time and turn around time is minimized.
- Facilitate repair audits, part orders, shipments and customer communication based on the needs of other technicians and the repair queue.
- Diagnose and repair iPads, iPhones, iPods and Mac computers.
- Teach lessons in group and individual settings, ranging from operating system to specific productivity and creative software.

Software Developer April 2011 – April 2012  
GBS (Formerly KIG Healthcare) Kirkwood, Missouri

- Procure NextGen software for clients through data management, data conversions, template building and modification, training and implementation assistance.
- Collaborate with development team on research, design, development and maintenance of high margin software for various health care entities. Software used includes using SQL, Java and VB, Microsoft Access, Microsoft Excel and native NextGen tools.
- Work with company Chief Medical Officer as primary role in development, management and upgrades of custom content project.
- Build specialty specific workflow, templates and scripts in collaboration with company trainers and healthcare practices, including a custom endoscopy suite for NextGen.
- Write and design technical documents and user guides for end-users for company developed products. Make marketing tools such as white papers for sales team.

Specialist June 2007 - April 2011  
Apple West County, Missouri

- Provide technological solutions for wide variety customer base.
- Certified as trainer on wide array of Apple software to facilitate training in one on one and group environments.