McKay V. Fackrell

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McKay Fackrell Portfolio

As a motivated and skilled junior full stack developer, I am eager to bring my passion for coding and problem-solving to a dynamic and challenging work environment. With experience in both front-end and back-end development, I am well-versed in various programming languages and technologies and am able to deliver high-quality and user-friendly software solutions. I am excited to continue honing my skills and growing my career in the field and am actively seeking new opportunities to do so.

EDUCATION

Full Stack Web Development, *University of Utah Professional Education Boot Camp*   March 2023

WORK HISTORY

Genius, *Apple Fashion Place,* Murray, UT   January 2020 – November 2021
- Be willing and available in all situations
- Help develop and improve individuals by giving productive and specific feedback
- Create a productive work environment in the Genius Bar by accomplishing tasks on time and effectively

Technical Expert, *Apple Fashion Place,* Murray, UT   March 2019 – January 2020
- Maintain composure and customer focus while troubleshooting
- Adhere to a schedule of breaks, customer appointments, and repairs
- Execute hands-on repairs for iPhones while continuing to fulfill technical specialist skills

Technical Specialist, *Apple Fashion Place,* Murray, UT   July 2018 – March 2019
- Ability to change and progress as products evolve
- Informed customers and provided technical solutions with both software and hardware
- Achieved high customer satisfaction marks and attained goals of offering Today at Apple, business and Apple Pay while accomplishing appropriate session duration per hour expectations

IT Technician, *Missionary Training Center (MTC), Provo*, UT   August 2017 – November 2017
- Help missionaries and employees at the Missionary Training Center with any technology needs, specifically with Windows 10
- Support for the following; network issues for mobile and desktop devices, Microsoft 365, and Outlook issues
- Provide support through different channels by answering tickets via email, phone, and remote access
- Image and format machines and manage network devices

LEADERSHIP AND EXPERIENCE

Volunteer, The Church of Jesus Christ of Latter-day Saints, Melbourne, Australia   Mar 2015 – Feb 2017
- Dedicated two years of 10-12-hour days while maintaining a productive and positive attitude
- Professionally taught a wide variety of individuals of all different ages and backgrounds in the English and Chinese languages
- Led a group of 9 volunteers, conducted weekly training meetings, followed up on goals and sent weekly progress reports to Mission Offices

Certifications
- Apple Certified Support Professional (ACSP)
- Microsoft Certified Technology Specialist (MCTS)

SKILLS
- Fluent in Mandarin Chinese 中文
- Eagle Scout