Matt McGee

# Summary

In my previous roles, I have gained extensive experience in creating and providing software and hardware education to customers and staff alike. I have been responsible for evaluating peer performance and am adept at delivering

and receiving feedback, even over video conference as a remote employee. I am familiar with and have completed projects using HTML, CSS, Javascript, React, Typescript, Python, PHP, and Wordpress.

# Work Experience

### **HomeGauge** - Support and Training - 2018 to Current

* Create support tickets for calls and chats using ZenDesk, linking to or creating new Jira issues for the development team
* Track call volume and agent performance in RingCentral and develop strategies to improve team efficiency
* Create customer facing training videos and deliver live product demonstrations and training events
* Represent the company at home inspector conferences in the US and Canada

### **Apple Care** - Senior Advisor - 2014 to 2015

* Provided over the phone technical support for Apple mobile devices and computers
* Sampled and evaluated calls by other team memebers
* Helped peers identify opportunities for improvement and put into place a plan to achieve new goals

### **Apple Retail** - Genius Admin / OnetoOne Trainer - 2007-2014

* Created a curriculum and exams for sales staff to earn certifications prior to delivering training sessions to OnetoOne customers
* Designed an in house app to schedule tech support and training team staff
* Prioritized and assigned repairs to team members to ensure prompt turnaround times for our customers

# Education

**UNC Asheville** - Bachelor of Science - Music Tech

**AB Tech** - Medical Coding Certificate (CPC-A)