

## MICHAEL TRETIK

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### EDUCATION

Bachelor of Science  
Major: Computer Science  
University of Calgary, 2015 – Present

Bachelor of Arts (Advanced)  
Major: Economics. Minor: Computer Science.  
University of Manitoba, 2015

Apple Inc. (Senior Technician Training – Sales and Customer Service Training)

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### WORK EXPERIENCE

Apple Inc.  
Winnipeg, Montreal, Calgary 2009 –present

Specialist, Family Room Specialist and Genius

- Helped new owners get started and current owners get quick and efficient support by using knowledge about product or referring them to the proper resources
  - Provided personal training for customers through our one to one program, helping them acquire knowledge about our product
  - Assisted customers with hands-on technical support, while repairing Apple's relationship with the customer
  - Directed during preparation for product launch (iPhone and iPad)
  - Supported visual merchandising and store operation
  - Led peer group training on internal systems to help the team become more efficient at our everyday tasks
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### COMMUNITY

Active participant and supporter of community charities, projects and events.

Assistant database manager – Mustard Seed Calgary (2016-2017)

Head Coach - Glenlawn Jv Volleyball (2009 – 2012) and Assistant Coach - Glenlawn Club Senior Volleyball (2009 – 2012)

- Lead Junior Varsity boys team to provincial finals

Winnipeg Harvest (2013-2015)

Manitoba Marathon (2013-2015)

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### INTERESTS and SKILLS

Programing languages: Java, SQL, XML.

Efficient in Office Suite: Word, Excel, Access.

Golf, snowboarding, hockey, cars, photography and technology.