
PAUL GONZALES

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Profile

I am a highly ambitious individual who strives to get the most out of my self, and my peers. I appreciate the journey, and the people I connect with along the way.

Experience

Specialist, Apple — 2010 - 2014

- Selling Apple products, and providing customers with complete solutions.
- Mentored and helped develop new and experienced team members.

In Store Guest Trainer, Apple — March 2013 - September 2013

- Responsible for facilitating leader-led training.
- Organized and planned in store training for over 100 employees.
- Championed company initiatives by using informal training and experienced based learning.

Creative, Apple — 2014 - Present

- Certified trainer by apple.
- Facilitate and promote the Today at Apple program.
- Created and facilitated workshops to train employees.

QA/UAT Tester, Apple — July 2015

- Responsible for finding and reporting bugs of beta software prior to a global rollout.
- Provided feedback/suggestions on how to improve the software for our stores.

Lead Creative, Apple — October 2015 - November 2016

- Oversaw our Creative team and the One to One program.
- Responsible for scheduling and delivering training.

Education

Suffolk County Community College, Brentwood, New York, 2005-2008
Associates Degree - IT-Internet/Web Development

Skills

Facilitation skills, technical writing, presenting to large groups, customer experience skills, training, leading and building an effective team, organizing, planning, motivating others, peer relationships, drive for results, dealing with ambiguity, focus, managerial courage, teaching, proficient in iOS/WatchOS/OS X.
