

ROSS GORDON

Front End Developer

Richmond, Virginia

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LINKS

[LinkedIn](#), [Portfolio](#), [GitHub](#)

PROFILE

Front-End Developer. Apple Genius. Drummer. Traveler.

Full Stack + Mobile bootcamp graduate with a focus on front end development.

5 years experience in IT support. Strong understanding of software troubleshooting and hardware repairs.

EMPLOYMENT HISTORY

❖ **Genius, Apple, Inc.** Mar 2020
Richmond, Virginia

Certified Mac and iOS Technician

Skills: Mac · iOS · Technical Support · Troubleshooting · Hardware Repairs · Customer Service

Certifications:

- ACMT (Apple Certified Mac Technician)

- ACIT (Apple Certified iOS Technician)

❖ **AppleCare At Home Advisor (iOS + MacOS), Apple, Inc.** Apr 2020 — Jun 2022
Richmond, Virginia

3 month Career Experience supporting AppleCare teams during COVID-19 store closures.

Skills: Mac · iOS · Technical Support · Troubleshooting · Customer Service

❖ **Technical Expert, Apple, Inc.** Jul 2018 — Mar 2020
Richmond, Virginia

Certified iOS Technician

Skills: iOS · Technical Support · Troubleshooting · Hardware Repairs · Customer Service

Certifications:

- ACIT (Apple Certified iOS Technician)

❖ **Technical Specialist, Apple, Inc.** Dec 2017 — Jul 2018
Richmond, Virginia

Certified iOS Technician. Assisted customers with iOS troubleshooting and checking device in for in-store hardware repairs.

Skills: iOS · Technical Support · Troubleshooting · Customer Service

Certifications:

- ACIT (Apple Certified iOS Technician)

❖ **Specialist, Apple, Inc.** Aug 2017 — Dec 2017
Richmond, Virginia

Determined needs of customer for both personal and professional use. Knowledgeable on all Apple hardware.

Skills: Sales, Customer Service, Multitasking, Time Management

❖ **Shipping/Logistics Lead, Kaldi's Coffee Roasting Company** Aug 2013 — Jul 2016
St. Louis, Missouri

Fulfilled and shipped orders. Delivered coffee and products to businesses in the St. Louis metro area.

Skills: Organization, Logistics, Forklift, Time Management

❖ **Drum Instructor, Self-Employed** Oct 2014 — Jul 2016
St. Louis, Missouri

15 years of drumming experience. Former full-time touring musician. Self-Employed Drum Teacher. Traveled to the homes of clients for weekly one-hour lessons.

EDUCATION

❖ **NuCamp Coding Bootcamp** Nov 2021 — Apr 2022
Full Stack + Mobile Development

Successfully completed Nucamp's Full Stack + Mobile bootcamp. Over 22 weeks, I worked with my instructor and cohort to learn the following technologies:

Bootstrap | React | React Native | Node.js | Express | MongoDB

❖ **NuCamp Coding Bootcamp** Oct 2021 — Nov 2021
Web Development Fundamentals

Successfully completed a 4 week refresher course to prep for the Full Stack Bootcamp.

During this 4 weeks, I learned the following technologies:

-HTML, CSS, JavaScript, VS Code, Git/GitHub

❖ **J Sargent Reynolds** Jan 2018 — Dec 2020
General Studies Richmond, VA

SKILLS

HTML	React Native
CSS	Node
JavaScript	MongoDB
React	Express
Tailwind CSS	Git/GitHub
Bootstrap	VS Code