

# Chris Shaughnessy

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## Objective

To obtain a position that will enable me to utilize my strong organizational skills, educational background, and technical experience.

## Experience

### **Webified Design - Owner >> Jersey City, NJ >> June 2013 - present**

- Created a startup that aimed to develop wordpress websites for small businesses from design to implementation, utilizing PHP, HTML, CSS, JQuery
- Provided customer support as a contractor to a small Syracuse based web service provider
- Consulted as project manager for a medical startup company that focuses on eLearning
  - Translated business requirements to action plans to ensure successful implementation
  - Built green screen studio environment, recorded, and edited video via Final Cut Pro X
  - Managed LMS environment for learning materials
  - Leveraged Articulate Storyline, Adobe Creative Suite to create course material for over 20 online courses

### **Apple, INC - Creative >> Syracuse NY >> August 2012 - June 2013**

- Trained both internal and external customers on Apple software and hardware usage through personalized tutoring sessions as well as group training environments
- Provided support for users with personal projects that required customized training sessions on specific skill sets

### **Apple, INC - Family Room Specialist >> Syracuse, NY >> February 2011 - August 2012**

- Provided improvements to data migration within the internal store system and other processes
- Lead the team in customer feedback regarding training and technical support, creating and repairing relationships between customers

### **Apple, Inc - Specialist >> NYC / Syracuse, NY >> August 2009 - February 2011**

- Reached expert level metrics in sales of AppleCare, OnetoOne, and MobileMe
- Lead the workshop team, including scheduling and presenting workshops, and developing team members and workshop scripts

### **Starbucks - Barista >> 17th & Broadway, NYC >> October 2008 - August 2009**

- Recognized for cashier and welcome duties by district and regional managers
- Learning coach for new employees
- Managed storewide inventory and stocking duties

### **PennDot - Consultant Agreement Intern >> Mechanicsburg, PA >> Summer 2007**

- Negotiated overhead rates with consultants
- Special Requests: Audit Tracking/Overhead Rate Tracking Systems

## Education

Bachelor of Science in Business Administration, Marketing Focus, 2008

Shippensburg University, PA 17257 >> AACSB Accredited | G.P.A.: 3.57 >> Major G.P.A.: 3.64

### **Honors**

Graduated Cum Laude status | Dean's List (all years)  
Beta Gamma Sigma (AACSB International Honors Society)  
Web Chair Officer, Marketing Professional Association senior year

### **Relevant Coursework**

Managerial Accounting/ Economics, Statistical Applications of Business  
Marketing Research, Buyer Behavior, Relationship Marketing, Marketing Analysis and Strategy Development

## Skills

### **Professional Skills**

Focused on providing efficiency and able to provide feedback to improve processes  
Tentative and capable of following through assignments  
Good attention to detail and focus on user experience

### **Technical Skills and Applications**

Pro Certified in iWork and iLife suites, Aperture, and Final Cut Pro X  
Expert in Apple operating systems OS X and iOS  
Proficient in Microsoft Word, Excel, Powerpoint, Articulate Storyline, HTML/CSS, and Adobe Photoshop  
Basic knowledge in PHP, Javascript/JQuery, and Wordpress