Otis Charles Singfield III

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EXPERIENCE

Senior Advisor - AHA, Apple; Cupertino, California — 2015-Present

Tier 2 specialist in the Wireless Multimedia department entrusted with supervisory duties to not only guide fellow tier 2 and tier 1 peers alike, but also to help educate and guide Apple customers in using our products with best practices.

- Demonstrates technical proficiency with all Apple devices and operating systems, as well as their features

- Regularly meeting or exceeding performance requirements on an annual basis

- Regularly maintained quality standards and demonstrated customer satisfactory is always a priority on a month to month basis

Reservation Specialist - Walt Disney World/Walt Disney Travel Company; Orlando, Florida — 2011 -2015

Advanced Helpdesk Specialist in the newly created eCommerce Department of The Walt Disney Travel Company, where I was tasked with assisting in helping build and operate www.disneyworld.com which had just been newly rebuilt for modernity.

- A part of the first help desk team at Disney

- Regularly achieved top performer status and was regularly promoted to gain more responsibility

- My department was entrusted with the overall operation of www.disneyworld.com and ushered in the MagicBand era for the Walt Disney corporation

Financial Account Executive - Citibank; Tampa Florida — 2006 - 2010

Responsible for opening, maintaining, and ensuring the financial growth of consumer, and business level, Citibank and Citigold accounts.

- Youngest Citigold account manager in the company

- Regular Top performer amongst my peers in a global corporation

- Regularly tasked with the offering and implementation of new products for bank customers' financial growth

EDUCATION

University of South Florida, Tampa, Florida - B.A. Mass Comm. - New Media focus

SKILLS

I am very willing to learn, and I am regularly trying to challenge myself with learning new skills, and developing new projects in my free time. I am currently enrolled in a JavaScript bootcamp through the University of Central Florida, where I will be proficient in the MEAN stack upon completion.

I have technical knowledge, and/or am proficient in: HTML, CSS, Swift, JavaScript, Python, MS Office, iWork Suite, Mac Hardware, Mac Software, iOS hardware, iOS Software, iPadOS Hardware, iPadOS software, VSCode, Xcode, Git, GitHub, GitHub pages, bash, .zsh, and more. I have great confidence in all of these skills and would be willing to demonstrate proficiency if needed.

 I am comfortable with Spanish in a written capacity, and can consistently type at around 85 WPM.

Github: github.com/singfieldotis