

Stephen J. Moore

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SUMMARY

Apple-certified repair technician with exceptional communication and technical capabilities. Friendly associate, who excels in fast-paced areas and diverse retail and customer service environments. Specializes in quickly diagnosing and resolving hardware and software-related issues for customers while building and maintaining a strong customer-employee relationship.

HIGHLIGHTS

- Friendly and outgoing
- Technically knowledgeable
- Reliable and dependable
- Fast Learner
- Cheerful and energetic
- Leader and role model

EXPERIENCE

Apple – Clinton Township, MI

Technical Expert

October 2017 to
Current

- Recently completed experience as Tier 2 phone support working from home.
- Provides fast and efficient technical support to customer's products.
- Perform internal hardware repairs on iPhones in a timely manner.
- Resolve complex systematic, and operating system issues

Best Buy – Chesterfield, MI

Department Leader (Smart Home Expert)

June 2016 to
October 2017

- Performed role play and coached other coworkers based on SOPs or metrics.
- Assisted customers to help them find a full solution to suit their needs.
- Properly sold add-ons like delivery and install services or protection plans.
- Operate POS/order management systems.

Sears Holdings Corporation – Roseville, MI

Cashier

August 2015 to
June 2016

- Coached and performed role-play with underperforming employees.
- Answered product questions with up-to-date knowledge of sales and store promotions.
- Described product to customers and accurately explained details and care of merchandise.
- Monitored cash drawers in multiple checkout stations to ensure adequate cash supply.

CERTIFICATIONS, AWARDS, ACCOMPLISHMENTS

- ACiT iOS Service Certification
- Apple Service Fundamentals Exam
- High School, All "A" Average
- Team Leader Certificate
- Top Sales in District, twice
- "Top Gun" Certificate
- 2nd Place in Store Sales
- Employee of the Month
- Employee of the Quarter

EDUCATION

High School Diploma, 2016 - Roseville High School – Roseville, MI