

Alexis Karla Beard

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GitHub: <https://github.com/sylveoncodes>

Objective

To offer best services in a positive, collaborative work environment.

Education

[Northwest Pennsylvania Collegiate Academy](#) | Erie, Pennsylvania

Graduation: June 2012

Cumulative GPA: 4.51

[Cornell University](#) | Ithaca, New York

Major: Information Science

Graduation (expected): May 2021

Work Experience

- [Technical Support Advisor](#) | [Apple](#) | Ithaca, New York (June 2018-April 2019)
 - Provided support to customers for a range of technical issues relating to all iOS and macOS devices.
 - Designed solutions to customers' technical issues and explained those solutions according to the customer's level of experience, which was often gauged within minutes of an interaction.
 - Increased users' accessibility to Apple's website and resources therein.
 - Assisted customers with managing the security of their Apple IDs.
- [Technical Support Specialist](#) | [Amazon](#) | Stone Mountain, Georgia (December 2015-March 2017)
 - Directed inquiring customers to solutions for their problems.
 - Interacted daily with a virtual private network (VPN) via home office.
 - Engineered solutions for customers' especially difficult problems.
 - Navigated computer intensive work with ease.

Skills

- Great listener, fast learner, adapts quickly and is well organized.
- Fluent in HTML5, CSS, Python, JavaScript and Microsoft Office.
- Familiar with Java, React and Node.js.