Theodore Drewek

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Skills

- Proficient in C++, HTML, CSS.
- Working Knowledge of Object Oriented and Procedural Programming, Abstract Data Types, Discrete Mathematics, Dynamic Memory Allocation, and Version Control.
- Capable of Solving Software/Hardware-Related Issues Effectively and Efficiently.

Experience

Advanced Repair Agent, Geek Squad. Niles, Ohio
October 2022 – present
- Fortified my understanding of the software and hardware that unite to make computers function efficiently, and as intended.
- Acquired certification as an Apple iPhone repair agent.
- Certified to use Apple's diagnostics software, Global Service Exchange (GSX), through the Apple Technical Learning Administration System (ATLAS).
- Exterminated varieties of malicious software from computers, and secured those devices to prevent subsequent attacks.
- Praised by management for constant dedication and effective execution of tasks.

Consultation Agent, Geek Squad. Niles, Ohio
May 2022 – October 2022
- Created detailed analyses following the diagnosis of client devices, for repair agents.
- Performed diagnostics based on client-reported issues, while detecting possible unknown issues as well.
- Thoroughly inspected returned products, and certified them for resale through functionality checks.
- Provided trusted, expert service to all clientele, to promise quality customer service.
- Sustained top performance metrics under a high-stress and fast-paced environment.

Sales Advisor, Best Buy. Niles, Ohio
Oct. 2019 – May 2022
- Certified to work in all departments including mobile, computers, gaming, digital imaging, home theater, appliances, and customer service.
- Activated postpaid and prepaid devices on Verizon, Sprint/T-Mobile, and AT&T.
- Educated clients on their technology-related issues.
- Developed personal top-down selling strategies, proven to be effective.

Education

Kent State University, Kent, Ohio
August 2019 – Present (Graduation December 2023)
- Pursuing Bachelor's Degree in Computer Science