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## TAD SHERLOCK

(317) 600-1410  
[tadsherlock@gmail.com](mailto:tadsherlock@gmail.com)

3926 North Capitol Ave  
Indianapolis, IN  
46208

### Experience

#### **AppleCare Support, Apple Indianapolis, IN — 2015 - 2015**

Solicit sales of new or additional services or products. Recommend improvements in products, packaging, shipping, service, or billing methods and procedures to prevent future problems. Review claims adjustments with dealers, examining parts claimed to be defective, and approving or disapproving dealers' claims.

#### **Technical Support, AT&T Indianapolis, IN — 2012 - 2015**

Confer with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints. Check to ensure that appropriate changes were made to resolve customers' problems. Contact customers to respond to inquiries or to notify them of claim investigation results or any planned adjustments.

#### **Graphic Design Consultant, Self-Employed Indianapolis, IN — 2009 - 2011**

Create designs, concepts, and sample layouts based on knowledge of layout principles and esthetic design concepts. Determine size and arrangement of illustrative material and copy, and select style and size of type. Prepare illustrations or rough sketches of material, discussing them with clients or supervisors and making necessary changes.

### Education

The Iron Yard Indianapolis, IN — Ruby on Rails

IUPUI Indianapolis, IN — Graphic Design 2005 - 2009

### Skills

Computer Savvy, Mid-Level HTML/CSS Skills, Familiar with Postgres, Mysql, Javascript/Jquery, Familiar with Linux-based commands.

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