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William “Chad” Brown

SKILLS

Programming Languages - Java, C++, C, Python

GitHub - <https://github.com/wcbrown86>

Operating Systems - MacOS, Linux

Apple Certified Macintosh Technician - 2014, certified for all devices as of July 2018

EDUCATION

University of North Carolina at Charlotte, Charlotte, NC

May 2018

Bachelors of Science in Computer Science

Guilford Technical Community College, Jamestown, NC

May 2011

Associates in Applied Science in Entertainment Technologies - Recording Engineering.

EXPERIENCE

Apple, Charlotte, NC — *Genius*

March 2014 - Present

- Educated customer and store staff on new products and features.
- Maintained customer and stores’ Apple products, and when needed preformed physical repairs.
- Facilitated new employee as well as current employee training and development.
- Coordinated staff when new company guided workflow changes were implemented, as well as helped create new workflows to adjust to customer demand.

Harris Teeter, Winston-Salem, NC — *Assistant Customer Service Manager*

August 2009 - March 2014

- Advised cashiers and baggers on day to day job function and customer interactions.
- Facilitated new hire training and development.
- Managed 50+ employees, maintaining staff scheduling and job assignments.

Dell Computers, Winston-Salem, NC — *Lean Line Worker*

June 2009 - December 2009

- Assembled and box computers according to customer specifications.
- Worked with line technician to address testing failures of assembled computers.
- Adjusted workflow and pace based off of order fulfillment deadlines.

AWARDS

Eagle Scout - May 2004