Shamir Wehbe

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U.S. Citizen

Seeking to fill a Web Developer role.

EXPERIENCE

Apple, Washington, DC

LEAD GENIUS (August 2016 - Present)
• Develop strategies to increase Genius Bar session availability, reduce customer wait times, and meet customer demand.
• Deliver feedback to Geniuses based on observing Genius Bar sessions and reviewing Genius Room repairs and Net Promoter information.
• Identify training opportunities; create and support structured development for the Genius and Technical Specialist team.
• Address Genius customer service escalations to ensure that all escalations are addressed as quickly as possible.
• Inform the management team about daily activities and issues that affect the repair and service business.

APPLECARE AT HOME ADVISOR (January 2014 - December 2014)
• Provided technical support for many of Apple's popular products from my home office.
• Delivered world class customer service as their first point of contact with Apple.
• Demonstrated the ability to self-manage and work independently at a high level.

MAC GENIUS (January 2012 - August 2016)
• Maintained customers' trust in Apple as the skilled expert, troubleshooting and repairing products.
• Used problem-solving and people skills to assure Genius Bar customers of swift resolutions to their technical problems.
• Educated team members about products, while independently keeping my own technical know-how up to date.
• Earned the trust of customers and coworkers alike by offering guidance, knowledge, and even tips and training.

TECHNICAL SPECIALIST (October 2011 - January 2012)
• Took care of customers with advice or a solution on the spot, using my knowledge of current Apple technology to help with iPod, iPhone, and iPad devices.
• Maintained composure and customer focus while troubleshooting and solving issues.
• Provided personal training for new customers, helping them acquire the basic skills they needed to get started on photo, video, and music projects.

SALES SPECIALIST (July 2011 - October 2011)
• Created energy and excitement around Apple products by providing the right solutions and getting products into customers' hands.
• Guided customers by advising, selling, and even setting up their new products.

EDUCATION

The George Washington University, Washington, DC —
Professional Certificate, Full Stack Web Development
August 2017 - February 2018
Intense 6-month course that covered the entire MERN stack.

PROJECTS

NYT React — *Full Stack App*
Web app that uses the complete MERN stack. Allows you to search New York Times articles between a specific year range and save/delete those articles to a Mongo database.
GitHub Repo
App Website

Bamazon — *Back End App*
Command line Node.js app that hosts products for purchase on a MySQL database.
GitHub Repo

Moody — *Front End App*
Web app that allows you to upload a photo of yourself, determines if you're happy or sad, asks how it can help and then logs useful suggestions on to a map.
GitHub Repo
App Website

Think Different Trivia — *Front End App*
Trivia game that is based on Apple Inc. facts.
GitHub Repo
App Website

Liri— *Back End App*
Command line Node.js app that returns tweets, song information and movie information.
GitHub Repo

Hangman — *Front End App*
Cryptocurrency themed hangman game that is playable in the browser.
GitHub Repo
App Website

SKILLS

HTML5	CSS3	JavaScript
mongoDB	Express.js	React.js
Node.js	MySQL	jQuery
Bootstrap	GitHub	Command Line

LANGUAGES
English   Spanish

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wehbsite.com