

Experience

Expert, Apple Inc; Grand Rapids, MI — October 2009–Present

- Provide an amazing experience for every customer in a timely and efficient manner
- Consistently meet & exceed all individual sales goals set by Apple and management
- Part of a team that consistently achieves results hitting 5 out of 5 metrics
- Led a successful initiative within the sales team to achieve all of the store's goals for the quarter
- Certified in small device repair, not only to repair a customer's product, but our individual relationships with customers
- Built upon and developed phenomenal interpersonal communication skills
- Elected by peers to fill the role of Mentor in the store
- Led multiple training series for coworker development on topics including effectively positioning attachments
- Assist with hiring events to help evaluate potential new employees on aptitude and knowledge
- Taught exclusive workshops & personal trainings on Apple software and hardware to customers
- Spent over one year on the store's Visual Team as the point person for all Mac & iOS device imaging processes and assisting with the marketing and visual standard of the store
- Worked to collect team feedback and then organized/mobilized focus groups to achieve the store's goals
- Facilitate others' development by making sure they have the tools they needed to succeed
- Develop and ensure that current employees are on a training track that is consistent with their future goals within Apple
- Successful contributor to the business team supplying introductions for customers with business related solutions and a consistent means of contact

News Intern/Production Assistant, Keloland Television; Sioux Falls, SD — Aug 2008–June 2009

- In charge of show teases, openers, and headlines for the live broadcast
- Assisted with writing of copy stories, and teases/bumps
- Operated prompter during live newscast
- Wrote, shot, and edited on air news packages
- Supported the newsroom with local and national breaking news, for both broadcast and website
- Assisted with live shots in the field, including breaking news stories
- Support training of new production assistants

Support Manager, Walmart Stores Inc, Brookings, SD — Mar 2005–Jan 2009

- Assisted leadership team with day to day operation
- Coached individuals needing improvement in their work by communicating clear expectations and how to improve
- Stood in as acting leader on the floor for management during meetings/conference calls
- Worked with assistant manager over front end as Lead Customer Service Manager to successfully complete initiative

Education

- South Dakota State University — Brookings, SD — Bachelor of Science — Journalism, May 2009

Other Experience/Skills

PR/Marketing/Networking

- Adept at using social media including Twitter and Facebook to attract potential clients and customers
- Experience with digital media including blogging and podcasting to gain, grow and foster an internet following

Technology

- Proficient in Microsoft Windows, Mac OS X, Microsoft Office, Apple iWork, iLife, Parallels, and VMware Fusion
- Skillful with WYSIWYG web layout and design and HTML for the web
- Experience with photography and editing, including use of a Digital SLR, Photoshop, and Aperture
- Broad knowledge of general technology and electronics, and know how to troubleshoot and upgrade computers and software
- Small device certified with Apple to fix iPhone, iPad, and iPod