

Andrew Stinson

Apple Genius

Personal Info

Email
andy.stinson@email.com

Phone
817-257-6814

LinkedIn
linkedin.com/in/stinsonandy

Skills

Knowledge of Apple products

Troubleshooting

Customer service

Ability to maintain composure

Communication skills

Strong people skills

Efficient problem solver

Critical thinking skills

Decision-making skills

Time management

Languages

Spanish ★★★★★

An energetic, customer-focused Apple professional with a passion for Apple technology and vision. Repaired over 1,000 Apple devices, suggesting accessories that could improve overall user experience (20% revenue via upselling). Willing to join the Apple Genius Fort Lauderdale team to provide excellent service and swift resolutions to customers' technical issues.

Work History

2022-02 - present	Apple Repair Specialist (part-time) <i>iBroke, Louisville</i> Key Qualifications & Responsibilities - Assessing 10–30 devices daily to quickly identify the necessary repairs, providing the clients with a quote and a timeline. - Conducting technical maintenance of the full range of Apple products within 1–3 business days. - Handling the stock and proactively ordering the necessary parts and materials to ensure efficient service delivery. Key Achievement: Achieved 100% customer satisfaction rates consistently over 6 months through a can-do attitude and delivering all orders on time/before the deadline.
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Education

2018-09 - 2023-05	BS in Computer Science <i>University of Tennessee, Knoxville</i> - Betty Searers Frecknall Scholarship holder. 2021 UniHack hackathon winner.
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Courses

2022-07	AppleCare Hardware Certification, Apple
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Resume Template Apple Watch Guide

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OS X El Capitan: The Missing Manual David Pogue, 2015-11-16 El Capitan brings something big and welcome to OS X speed Pogue brings you the stuff you need to know from information about split screen mode and smaller enhancements to updates on networking remote access and more It's the ultimate guide to unlocking El Capitan's potential **ACM SIGIR Conference on Research and Development in Information Retrieval** International Conference on Research and Development in Information Retrieval. 27, 2004, Sheffield, 2004 **macOS Mojave: The Missing Manual** David Pogue, 2018-12-20 Answers found here Apple's latest Mac software macOS Mojave is a glorious boxcar full of new features and refinements What's still not included though is a single page of printed instructions Fortunately David Pogue is back delivering the expertise and humor that have made this the 1 bestselling Mac book for 18 years straight The important stuff you need to know Big ticket changes The stunning new Dark Mode Self tidying desktop stacks FaceTime video calls with up to 32 people New screen recording tools If Apple has it this book covers it Apps This book also demystifies the 50 programs that come with the Mac including the four new ones in Mojave News Stocks Home and Voice Memos Shortcuts This must be the tippiest trickiest Mac book ever written Undocumented surprises await on every page Power users Security networking remote access file sharing with Windows this one witty expert guide makes it all crystal clear macOS Mojave gives the Mac more polish power and pep and in your hands you hold the ultimate guide to unlocking its potential *iWork '05: The Missing Manual* Jim Elferdink, 2005-09-21 Introduced by Apple in January 2005 iWork 05 is an innovative new suite of document and presentation software that's the same caliber as Apple's groundbreaking digital media applications and that's wholly dedicated to what Mac users like you care about most artistry and creativity iWork 05 isn't about office productivity it's about creating slick and stylish documents and cinema quality digital presentations that say precisely what you want them to say While iWork 05 helps you create stunning documents and presentations the suite doesn't come with any in depth documentation of its own That's where iWork 05 The Missing Manual comes in The book that should have been in the box it gives you everything you need to master iWork 05 Seamlessly integrated with the wildly popular iLife 05 and designed to take advantage of the advanced typography and graphics engine of Mac OS X iWork is actually two separate programs Pages and Keynote 2 Pages is a brand new streamlined word processor and page layout program that allows nonprofessionals to quickly and painlessly produce gorgeous brochures newsletters letters invitations product data sheets and more You can start documents from scratch or use one of the 40 professionally designed templates as a starting point Keynote 2 is a significant upgrade to Keynote Apple's PowerPoint like presentation software that allows you to build unique presentations demonstrations storyboard animations interactive slideshows and more Like every Missing Manual this one is refreshingly entertaining and scrupulously detailed iWork 05 The Missing Manual gives you all the essentials of Pages and Keynote 2 including an objective look at each program's capabilities its advantages over similar programs and its limitations The book

delivers countless goodies that you won't find anywhere else undocumented tips tricks and secrets for getting the very best results from both exciting new applications With the iWork 05 suite and iWork 05 The Missing Manual you are totally equipped to give your work the style it deserves *Intro Guide Home Networking* HELTZEL,2002-07 **The American Academy of Pediatrics Guide to Your Child's Symptoms** Donald Schiff,Steven P. Shelov,American Academy of Pediatrics,1997 The most complete authoritative and up to date guide to children's symptoms available from the most respected authority on child and adolescent health care in America Keep it close at hand Sesame Street Parents magazine When an infant or small child is ill it is often very difficult for a parent to understand the nature of the problem The American Academy of Pediatrics Guide to Your Child's Symptoms enables a parent to identify a symptom quickly learn its possible cause and determine how best to proceed More than one hundred symptoms are listed alphabetically and the text and illustrations that accompany each one are arranged in easy to follow charts The Guide also includes Advice and guidelines on evaluating the seriousness of the symptom and what action a parent should take complete with a specific section on when to consult a pediatrician Comprehensive entries covering all children from birth through adolescence Scores of sidebars on important topics such as recognizing language milestones correcting eye problems and stopping a nosebleed An illustrated guide to basic first aid Guidelines for safety and accident prevention Widely praised for its unprecedented user friendly style and format the hardcover edition of the Guide to Your Child's Symptoms was a number one Library Journal reference bestseller and a selection of the Literary Guild The book also won the 1998 American Medical Writers Association Medical Book Award for Lay Readers as well as a 1998 National Health Information Award **Federation Guide and Market News** ,1924 **The Federation Guide and Market News of the National Cheese Producers' Federation** ,1924 **Office 2008 for Macintosh: The Missing Manual** Jim Elferdink,2008-03-20 Still the top selling software suite for Mac users Microsoft Office has been improved and enhanced to take advantage of the latest Mac OS X features You'll find lots of new features in Office 2008 for Word Excel PowerPoint and Entourage but not a page of printed instructions to guide you through the changes Office 2008 for Macintosh The Missing Manual gives you the friendly thorough introduction you need whether you're a beginner who can't do more than point and click or a power user who's ready to tackle a few advanced techniques To cover Word Excel PowerPoint and Entourage this guide gives you four superb books in one a separate section each for program You can manage your day and create professional looking documents spreadsheets and presentations in no time Office 2008 has been redesigned so that the windows toolbars and icons blend in better with your other Mac applications But there are still plenty of oddities That's why this Missing Manual isn't shy about pointing out which features are gems in the rough and which are duds With it you'll learn how to Navigate the new user interface with its bigger and more graphic toolbars Use Word Excel PowerPoint and Entourage separately or together Keep track of appointments and manage daily priorities with the My Day feature Create newsletters flyers brochures and more with Word's Publishing Layout View Build

financial documents like budgets and invoices with Excel's Ledger Sheets Get quick access to all document templates and graphics with the Elements Gallery Organize all of your Office projects using Entourage's Project Center Scan or import digital camera images directly into any of the programs Customize each program with power user techniques With Office 2008 for Macintosh The Missing Manual you get objective and entertaining instruction to help you tap into all of the features of this powerful suite so you can get more done in less time *Guide to Your Child's Symptoms* Donald Schiff, Steven P. Shelov, American Academy of Pediatrics, 1997 Describes more than one hundred common childhood symptoms and provides advice for parents and caregivers **InfoWorld** ,1982-01-11 InfoWorld is targeted to Senior IT professionals Content is segmented into Channels and Topic Centers InfoWorld also celebrates people companies and projects **Mac OS 8 for Dummies** Dan Parks Sydow, 1997 The fun and easy way to understand the latest version of the Macintosh operating system this title explains new features based on updates to the Mac OS 8.0 interface Readers will learn about CyberDog a group of Internet access components and the OpenDoc plug in software architecture Dan Parks Sydow also shares tips and tricks for customizing the Mac for maximum productivity **Indiana Farmer's Guide** ,1933 Creative Computing ,1985 The AOPA Pilot ,1982 Scientific American ,1877 Monthly magazine devoted to topics of general scientific interest **National Stockman and Farmer** ,1895 Michigan Christian Advocate ,1912 **The Multimedia and CD-ROM Directory** ,1998 **Digest** ,1894

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restroom alone to answer a phone that was ringing in the church office. She recalls a mysterious voice, which ... While the World Watched: A Birmingham Bombing Survivor ... Carolyn Maull McKinstry is a survivor of the Civil Rights struggle and an eyewitness to the Sept. 15, 1963 Sixteenth Street Baptist Church bombing. Book Review: While the World Watched May 22, 2018 — Carolyn's story, told matter-of-factly, invites the reader into her world and we get a better appreciation for the struggle faced by black ...