

SAM BRYSON

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TECHNICAL CERTIFICATIONS

- Apple Certified Macintosh Technician (10.6)
- Apple Certified Technical Coordinator (10.4)
- CompTIA A+ Certified (11/2010)
- CompTIA Network + Certified (12/2010)
- Help desk support, customer service, and technical support experience
- Effective trainer/teacher in technical environments

PROFESSIONAL EXPERIENCE

Astreya Partners Inc

March - September 2010

Technical Support Engineer at Google Headquarters

- Supported up to 150 users per day via walk up troubleshooting and online help desk ticket ticketing system
- Using Web and command-line based, in-house tools to manage support tickets, network configuration, hardware allocation, scheduling, documentation of known issues, etc
- Working to ensure the highest quality of customer support possible by keeping service level agreements, prioritizing requests, and solving challenging issues as part of a team
- Assisted with large scale deployments of company wide system and security upgrades, typically involving over 2000 users
- Researched and edited knowledge base articles based upon support system feedback and requirements

MegaByte Computer Center - Apple Specialist

June 2006 - October 2008

Assistant Store Manager

- Restructured service department procedures for increased efficiency by leading through example while completing regular repairs, leading to a reduced average turn around time for repairs from 5 days to 48 hours
- Trained and educated service technicians and sales staff
- Established a weekly public instructional workshop for beginning and advanced computer users
- Increased customer base through Internet advertising, website design and creation, email marketing campaign and social advertising

Best Buy

August 2005 - May 2006

Product Process Lead

- Provided extensive product and technical information to customers for better sales experience
- Primarily staffed the computer technology department
- Coached employees on technical knowledge and selling skills
- Reinforced company standards for presentation of department
- Exceeded all sales goals through utilization of available resources and training

Apple Inc.

August 2004 - July 2005

Mac Genius - Customer Technical Support

- Provided customer service and support while maintaining SLA of 48 hour turn around time.
- Hardware diagnostics and repairs including logic board replacements, data recovery, component installation, complete computer teardown of laptop and desktops
- Software diagnostics and repairs including OS installation, data recovery, software corruption, repair, and upgrades
- Acted as public face of company's technical support, supporting company brand image and mission
- Interacted with average of 50 customers per shift

EDUCATION

Northern Arizona University, College of Business

August 2003

Bachelor of Arts in Liberal Studies

Major: Business Operations and Management