

# **Complete Work History**

## **Sam Bryson**

Astreya Partners Inc

March 2010 - October 2010

### **TechStop Administrator at Google Headquarters**

- Computer hardware and software setup and support for users via walkup troubleshooting, and held desk ticket system, in a multi OS environment ( Mac OSX, Windows XP/7, and Ubuntu Linux )
- Taught regular sessions of up to 20 users during mass migration of Windows to Mac platforms.
- 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

Prestige, Inc.

January 2009 - March 2009

### **Consultant**

- Taught sales and customer service techniques to staff
- Computer hardware and software setup for POS purposes
- Trained staff on how to use computer as cash register and inventory system
- Developed revised merchandising standards for increased sales
- Created online presence through email marketing campaign and website development

MegaByte Computer Center

June 2006 - October 2008

### **Assistant Store Manager**

- Restructured service department procedures for increased efficiency by leading through example while completing regular repairs
- 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 retention through Internet marketing
- Reduced overhead through sales analysis

Salem Lutheran School

January 2008 - June 2008

**Volunteer Drum Teacher**

- Taught middle school children ages 10 - 13 beginning drum set lessons
- Quizzed and instructed basic percussion techniques and music reading

Best Buy

August 2005 - May 2006

**Product Process Lead**

- Provided extensive product 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**

- Oversaw the daily support of repairs and expedited service
- Performed hardware and software diagnostics and repairs through established procedures
- Acted as public face of company's technical support, supporting company brand image and mission
- Supported new store opening and store technical operations

Game Crazy

May 2003 - June 2004

**Assistant Store Director**

- Managed all aspects of retail store operations
- Conducted interviews, hiring and training of new employees
- Decreased store shrink through regular inventory and loss prevention
- Negotiated contract with local university for promotional events that increased average daily revenue from \$45 to \$1000

Sears Roebuck and Co.

January 2003 - May 2003

**Commission based Sales**

- Sold home appliances
- Received extensive training on sales techniques
- Exceeded all sales goals

Consultant - Xtreme Comics

2002

**Website Designer and Inventory manager**

- Designed informational webpage for store
- Created Microsoft Access database for store inventory in order to make product ordering easier
- Received and stocked regular shipments of comic books and other store items

HollyWood Video

June 2001 - January 2002

**Shift Leader**

- Performed opening and closing of store procedure including preparing deposits and cash counting
- Cashier
- Stocked shelves
- Conducted store inventory
- Won several sales contests

ComputerWare

Holidays 1999

**Salesperson**

- Sold Apple computers and accessories
- Provided extensive product knowledge in order to assist customers with sales
- Worked in fast pace holiday shopping environment

Palo Alto Unified School District

June 1998 - August 2000

**Computer Lab Aid & Badminton Coach**

- Maintained several computer labs on campus for faculty and student use
- Basic computer networking, general computer maintenance and security
- Assisted head coach in practices
- Instructed beginning and advanced players in techniques, drills, strategies, and performance
- Responsible for organizational work, including development of training schedules, record keeping of statistics

Surface Interface

Spring 1997

**Network Technician**

- Installed CAT5 based ethernet network of 30 clients
- Configured switches and routers for optimal network performance