



Tim Schneider

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Employment

ITPS, Analysis & Review Tier 2

Apple
2018 to current

Highlights · Delivered presentations and developed training materials. Judgement calls & value assessments made, utilizing alternative resources to verify claims. Organization and scrutiny consistently applied.

Daily Tasks · Curating & maintaining iTunes music libraries, reviewing artist & provider requests, e-mail correspondence

AppleCare Partner Relations, AMR Tier 1

Apple
2012 to 2018

Highlights · Selected by management to spearhead new procedures, including troubleshooting and standard practice generation. Chosen to mentor new employees, providing them with the tools and resources to be effective advisors. Maintained high productivity levels, often in excess of the role average. 90-day rotation as Tier 2 Advisor, with excellent results.

Daily Tasks · Customer service (phone & e-mail), account creation & management, billing & refunds, technical support, processing credit card orders

Apple Developer Program Support

Volt Workforce Solutions
2011 to 2012

Highlights · Focused on keeping up-to-date during a time of great transition in the department, remaining adaptable and alerting teammates to any altered procedures.

Daily Tasks · Customer service, training new employees, account creation & management, technical support, billing & refunds

Objective

To utilize my art & design skills in a forward-looking company that will provide me with creative challenges, in an atmosphere of professionalism & creativity.

Software

Adobe Creative Suite
MacOS & iOS
WPM: 79

Experience

Client-based Relationships
Customer Service
Campaign & Publication Design
Eagle Scout
Fine Art & Illustration
Print & Web Design

Education

Bachelor of Science in Graphic Design,
California State University, Sacramento
Graduated 2011

Studies

Art Direction
Corporate Identity & Systems
Design Production Management
Fine Art & Art History
Grids & Color Theory
Music History & Theory
Process & Concept Development
Typography—Theory & Application