

Michael Billings

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(415) 312-0403
michaelrobertbillings@gmail.com

PROFESSIONAL EXPERIENCE

WEBBUCKET SOLUTIONS, REMOTE

SALES EXECUTIVE, FEBRUARY 2020 - PRESENT

- Educate potential clients of our services and how we can support their needs.
- Reach out to people and inform them how we can aid their company and make their lives easier.
- Help to reinforce our business ideology and establish meaningful connections with corporate, non-profit, and social media influencers by earning their trust.
- Provide video editing services if needed by clients.
- Market research and line generation.

SAN FRANCISCO CENTER FOR PSYCHOANALYSIS, San Francisco, CA

Video Editor, Security, Facility Assistant, Mar 2019 – January 2020

- Perform data entry and other administrative tasks for managerial personnel.
- Conduct audio, video and stage setup for psychoanalytical events.
- Edit video content using Premiere Pro/Final Cut Pro for SFCP such as, but not limited to audio, color correction, and the ability to create magnificent transitions.
- Gained an understanding of the Salesforce user interface aka UI and how to maneuver within the website.

GAMESTOP, San Leandro, CA

Game Advisor, Nov 2018 – Mar 2019

- Always stayed up to date with the latest and non current games, consoles, and deals.
- Provided amazing customer service to every customer that walked in.
- Educated customers on all of the services that we offered, and video games, and consoles alike.

APPLE, Berkeley, CA

Technical Specialist, Jul 2017 – Jan 2018

- Checked customers in for their appointment, created appointments, and created an Apple Support phone call for iCloud/iTunes related issues and/or for educational opportunities.
- Attended meetings for Technician best practices.
- Created detailed repair notes through the use of an application called Mobile Genius on what was causing the issue and wrote instructions on how to resolve the issues.
- Troubleshooted issues that customer's had with their iPhones, iPads, iPods, and Apple Watches. Ranging from simple how to questions to identifying failures within their device.
- Trained in use of diagnostics tools that are used to identify and isolate component issues within their iPhone, or other product line of Apple.
- Communicated new issues and the steps taken to solve the issue with the team so that they will know in the future on how to deal with the situation.
- Educated customers in the use of backup programs (iTunes, iCloud Backup) in order to protect any personal data that could be lost during repair process.

APPLE, San Francisco, CA

Specialist, Jul 2013 – Jul 2017

- Supervised setup experience by delegating tasks, guiding customers in product usage, mentoring teammembers, and provided fearless feedback to leadership and specialist team.

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- Provided support at the genius bar by managing appointments and reinforcing exceptional customer service.
- Troubleshooted iOS devices to reinforce and build relationships with customers from around the world.
- Translated technological terminology into clear, concise terms.
- Worked with several teams through mentorship and feedback to reinforce overall product knowledge.
- Learned about new products and features and successfully integrated them into existing product knowledge.

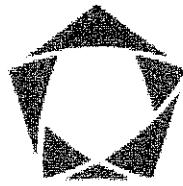
Ramen Underground, San Francisco, CA

Server December 2014 - May 2015

- Provided excellent customer service in a high-volume restaurant setting.
- Ability to build rapport with every interaction I encountered at Ramen Underground.
- Acted as a beer and sake pourer.

ADDITIONAL SKILLS

- Basic video editing
- iOS troubleshooting
- Sales
- Mac and PC savvy
- Creative mindset
- Leadership & communication
- Engagement
- Strategy planning
- Self-motivated



THE SERVICE COMPANIES

First and Last Name: Michael Billings

Email: MichaelRobertBillings2@gmail.com

Phone number: 415-312-0403

Working Experience:

Company Name: Ramen Underground

Dates of Employment: 2015

Job Responsibility:

- Server
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Company Name: Treasure Island Job Corps

Dates of Employment: 2005-2007

Job Responsibility:

- Chef
- Basic Culinary Arts Cert
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Company Name: _____

Dates of Employment: _____

Job Responsibility:

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Skills

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