

# Michael Billings

2728 Webster St, Berkeley, CA 94705, USA  
(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**

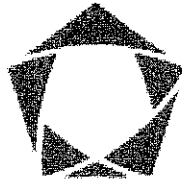
*Server December 2014 - May 2015*

- 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: MichaelRobertBillings@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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