

Meredith Sweet

TEL 415-902-6986

www.meredithsweet.com

meredithsweet@mac.com

Summary

- More than four years of both customer service and sales experience for Fortune 100 companies.
- Intermediate spoken and written Japanese, international experiences in both Japan and Israel
- Proficient with iWork, iLife, Microsoft Office, Adobe Creative Suite up to v6, Mac OS X 10.4 and higher, and the Internet.
- Practical writing, reporting, editing, and Production Manager experience for both a university newspaper and magazine.
- Leadership positions in two collegiate honor societies, as well as communication and technology roles

Experience

APPLE STORE SHERMAN OAKS, SPECIALIST, FAMILY ROOM SPECIALIST - AUGUST 2011-PRESENT SHERMAN OAKS, CALIFORNIA

- Repair relationships with mobile device customers by troubleshooting, repairing, or replacing their malfunctioning or damaged units in a timely and efficient manner
- Assist customers on their One to One journeys by helping them Get Started with their Mac, using built-in Mac apps like iPhoto, and utilize Mail, Contacts, and Calendars to help them stay organized, have fun, and learn more everyday.
- Train regularly on the latest Apple hardware and software, from the modular repairs of the iPhone 5 to the technical settings in iOS 6, as well as Mac software such as the iLife suite (iPhoto, GarageBand, iMovie), iWork, Aperture, and others.
- Consistently communicate with the Family Room team and Store leadership and team members via Daily Downloads, twice-daily resets, emails, and Fearless Feedback sessions.

APPLE STORE SAN FRANCISCO, SPECIALIST - AUGUST 2010-OCTOBER 2011 SAN FRANCISCO, CALIFORNIA

- Interact with hundreds of customers a day in finding the right Apple solution for them, from the smallest accessory for an iPod or iPhone to the most robust, customized Mac Pro
- Inform customers of our amazing loyalties and what they can do for them personally
- Utilize the APPLE steps of service and exemplify the Apple Credo every day by giving each customer a warm welcome, carefully listen to their needs, wants, and expectations, and match them with the appropriate product and/or information. Invite all customers to return for any of our great services, lessons, or loyalties!

PLAZA RESEARCH SAN FRANCISCO, RECRUITER - MAY 2010-AUGUST 2010 SAN FRANCISCO, CALIFORNIA

- Screen potential participants for focus groups to participate in studies according to client needs via telephone and email
- Filter online responses on SurveyMonkey.com website and verify information of existing participants using 4D® software
- Update computer information so data on participants is accurate as new studies arise
- Work as a team with other recruiters to maximize recruiting efficiency

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**CAL STATE UNIVERSITY NORTHRIDGE INFORMATION TECHNOLOGY HELP CENTER, STUDENT ASSISTANT LEAD - JANUARY 2009-DECEMBER 2009, JANUARY 2007-MAY 2008, JANUARY 2006-SEPTEMBER 2006
NORTHRIDGE, CALIFORNIA**

- Collaborate with staff members and peers in the writing and editing of a handbook for the Student Assistant position.
- Assist students and faculty members with the proper use of campus technology, including wireless Internet, software, and hardware maintenance.
- Collaborate with full-time consultants for difficult issues.
- Supervise training of new student assistants.
- Maintain records of incoming calls or in-person visits using the Remedy® and EBSuite metrics ticketing systems.

OTHER JOB EXPERIENCE INFORMATION AVAILABLE UPON REQUEST

Education

- Dec. 2009 - Bachelor of Arts in Journalism (Magazine Emphasis)
California State University - Northridge, Northridge, California
- Ongoing - Bachelor of Science in Multimedia Design and Development (Web Design track)
 DeVry University

Activities

- President, National Society of Leadership and Success - **January 2009 to December 2009**
- National Leadership Council Member, National Society of Collegiate Scholars - **August 2009 to July 2010**