

GEORGE HYDE

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OBJECTIVE

A technically minded person with attention to detail having supported customers in both the retail store and call center environments bringing over 14 years of support experience in Apple desktop and mobile operating systems troubleshooting.

EXPERIENCE

March 2012 - June 2026 Apple Inc., Norwalk, CT ~ Technical Specialist

Technical support specialist at the Apple Store helping customers with Apple device repairs and/or troubleshooting software issues on iPhones, iPads, AppleTVs, AirPods, HomePods, Macintosh Computers and various accessories.

- Triage of damaged or non-functioning Apple devices and providing repair options
- Password resets of Apple IDs and third party email addresses
- Support for Apple media services; AppleOne, Apple ID and iCloud
- Worked from home as "At Home Advisor" in 2020 during Covid pandemic store closures

September 2014 - January 2016 Alphagraphics, Stamford, CT ~ Graphic Designer

Part-time preflight/prepress Graphic Designer responsible for printing customer supplied files to digital copiers or output of plate separations for offset printing press. Creation of printable layouts from customer consultations for brochures, business cards, letterhead, envelopes, posters, and banners.

- Preflight of supplied files for missing or incorrect design elements
- Design of business cards, letterhead, brochures, posters, promotional materials, etc...
- File output to digital printers or offset plate separations and printed proofs for the press operator

EDUCATION

2000 - 2002 Gibbs College, Norwalk, CT ~ Visual Communications

Graduated with a certificate degree in Visual Communications. Courses studied; Principles of Design, Typography, Color Theory, HTML Web Design, Photoshop, Illustrator, and QuarkXpress.

- Certificate Degree and GPA of 3.67
- Dean's list for five consecutive semesters
- Oversaw student computer labs and tutored students on weekends
- Employed through school work study program as Apple Technician in the schools IT department
- Speaker at the class graduation

1979 - 1983 Bullard Havens, Bridgeport, CT ~ Electronics Department

Vocational technical high school graduating with a degree in electronics. Played soccer on the JV team and was equipment manager for various school teams.

ADDITIONAL SOFTWARE KNOWLEDGE

Photoshop, Illustrator, InDesign, Dreamweaver, Acrobat Pro; Microsoft Office (Word, PowerPoint, Excel); Apple iWork (Pages, Numbers, Keynote)

REFERENCES

Available upon request