

**alec walker**

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## **experience**

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### **customer support associate at bronto software**

*march 2015–present (1 year 9 months)*

provided exemplary (96% customer satisfaction score, #1 on my team for 4 quarters) customer support via chat, phone, and email. managed scheduling for 24 hour team. setup and maintained text shortcut expanders for canned responses. designed and delivered training for new and existing associates.

### **client service representative at outbox technology**

*march 2014–july 2015 (1 year 5 months)*

built events by inputting data into cloud based ticketing system and assisted client in troubleshooting hardware and software issues with remote systems. programmed various automation scripts for event building that shortened the time to create events and helped eliminate user error.

### **beta coordinator at grindr**

*march 2012–september 2012 (7 months)*

established qa testing guidelines and built checklist to ensure new deployments met prior standards. created and managed public beta testing team of 2000+ customers. processed, tested, and confirmed beta team feedback and translated it for engineering team.

### **guest genius trainer at apple**

*july 2010–march 2012 (1 year 9 months)*

trained new geniuses in software and hardware troubleshooting techniques as well as customer service standards.

### **graphic design and photography at apple corporate, retail store communications**

*july 2009–october 2009 (4 months)*

created informational materials in book, presentation, and web formats for the annual retail team conference.

### **lead genius at apple retail**

*september 2008–march 2012 (7 months)*

led a 14 person genius team while improving number of sessions (150% over 1 quarter) and customer satisfaction rating (increase from 65% to 79% over 1 quarter).

### **senior design production associate & technology coordinator at martha stewart living omnimedia**

*march 2006–august 2008 (2 years 6 months)*

liased between editorial and art departments to meet the expectations and maintaing the design standards of the publication. assisted in the setup and maintenance of automation software to delivery digital files to press for printing.

### **marketing associate/graphic designer at the new 42nd street**

*march 2005–march 2006 (1 year 1 month)*

in-house designer for print and web media. compiled marketing data tracking campaign success statistics.

### **graphic designer at broadway asia**

*september 2004–march 2006 (1 year 7 months)*

freelance graphic design in print and web formats. designed logo and established brand identity guidelines.

## **education**

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### **parsons school of design - the new school university**

*aas, graphic design, 2001–2004*