

# erin elizabeth champlin

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## education

Bachelor of Science, The University of Alabama

Graduation Date: May, 2009

Major Web Development and Digital Media

## work experience

August 2011 to  
present

Genius Administrator, Apple, Inc., Charlotte, North Carolina  
Assisted in the streamlining of over 200 repairs on a daily basis.  
Managed inventory counts of service parts on a daily basis.  
Strived for consistent contact with customers during repair time.  
Assisted in customer service issues of high priority.

April 2010 to  
August 2011

Family Room Specialist, Apple, Inc., Charlotte, North Carolina  
Provided personalized technical support for Apple's small device line.  
Taught personal training sessions about Apple products.  
Facilitated data transfers between computers.  
Consistently received positive feedback in customer surveys.  
Assisted the most appointments during Q1/2001 from a team of 35 employees.

November 2009 to  
April 2010

Computer Support Specialist, Apple Campus Store at the University of Alabama,  
Tuscaloosa, Alabama  
Assisted customers in the purchase of an Apple Computer to best fit their needs.  
Troubleshoot and successfully diagnosed software problems on the Macintosh  
operating system with customers.  
Organized and replenished inventory on a daily basis.

August 2005 to  
May 2009

Web Communications Intern, The University of Alabama Athletic Media Relations  
Department, Rolltide.com, Tuscaloosa, Alabama  
Facilitated viewer access to the most advanced sports information by  
managing and updating several of the University's Division I sports web sites.  
Published, maintained and updated websites on a daily basis.  
Participated in the media related side of athletic events on a weekly basis.  
Supervised marketing campaigns to promote athletes up for National awards  
by establishing a social web presence for each athlete.

## computer skills

Languages: HTML, CSS, C++

Operating Environments: Mac OS X, Windows XP/Vista/7

Business Tools: SAP, Apple Internal CRM by PeopleSoft, Adobe Photoshop,  
Adobe Illustrator, Adobe Dreamweaver, Microsoft Office Suite

## honors & activities

Volunteer, Windcrest Organic Farm, Monroe, North Carolina  
Student Intern Athletic Scholarship, August 2005 to May 2009  
MIS Forum Scholarship Recipient, April 2006  
Kappa Kappa Gamma Sorority

REFERENCES PROVIDED UPON REQUEST