



## Wyatt Walter-Dawahare

Jr IT Specialist, TripActions  
San Francisco Bay Area

Results-driven support professional with a passion for information technology and systems administration. Previous technical support specialist at Apple with a strong background in a variety of technologies including iOS, macOS, Active Directory, Google G Suite, Content Management Systems, and more. Continuously focusing on the human element of technology to help end users feel empowered and comfortable.

### Experience

#### **Jr IT Specialist**

##### **TripActions**

Palo Alto, CA

Jun 2018 - Present

#### **Travel Support Specialist**

##### **TripActions**

Palo Alto, CA

Mar 2018 - May 2018

Helping business travelers worldwide successfully arrive at their destinations by providing front-line in-the-moment support via chat, phone, and email. Use a variety of tools including Intercom, Zendesk, Jira, Confluence, Fullstory, Sabre, and Swabiz to support customers in whichever way is most convenient for them.

#### **Technical Support Specialist**

##### **Carnegie Mellon University**

Pittsburgh, PA

Mar 2017 - Dec 2017

Managed the technical support activities of the Osher Lifelong Learning Institute. Provided technical training to instructors and handled their on-boarding to ensure they were successful using their classroom technology. Taught iPhone and iPad classes to students. Maintained and developed the Osher website utilizing the campus-wide content management system (CMS [Cascade CMS]) to promote Osher's courses and activities.

Generated and prepared reports from registration database utilizing both Microsoft Excel and Access to increase efficiency in office mailings and handle course analytics. Managed G Suite domain as well as internal Microsoft Exchange resources for the organization. Some, but not all of the technologies used included Zendesk, DocuSign, SurveyMonkey, Crestron, and Office 365.

### Education

#### **Code Academy Pittsburgh**

2016 - 2016

Code Academy Pittsburgh provided condensed and practical technology skill building through project-based learning targeted to the needs of freelancers, businesses, startups, and nonprofits.

#### **Pasadena City College**

2015 - 2016

#### **South Pasadena High School**

2009 - 2013

## **Technical Specialist**

### **Apple**

Pittsburgh, PA

Oct 2016 - Mar 2017

Provided insightful advice and friendly, hands-on technical support to Apple customers in need. Used problem-solving and people skills to ensure swift resolutions to technical problems of every kind while educating team members about new products. Regularly rotated through different technical specialties and skill sets. Thrived on change as products evolved. Provided technical assistant across Apple's entire product line, including iOS, macOS, watchOS, and tvOS.

## **Web Designer and Developer**

### **Samantha Knight Fine Jewelry**

Los Angeles, CA

Jan 2015 - Sep 2016

Managed all facets of website development, from initial design and architecture to deployment and e-commerce integration, utilizing the Shopify platform. Worked continuously with this client to accommodate and implement change requests on agreed-upon schedules.

## **Shift Supervisor**

### **Starbucks**

Los Angeles, CA

Feb 2015 - Feb 2016

Assisted the manager in executing store operations during scheduled shifts by training employees and delegating tasks to facilitate the Starbucks Experience for customers. Managed store schedules of 15+ employees, organizing the opening and closing duties. Created a positive learning environment by providing clear and concise coaching and feedback to employees to ensure operational excellence and to improve store performance.

## **Awards**

### **G Suite Certified Administrator**

Google

Aug 2016

### **Apple Teacher Certification**

Apple

Sep 2016

## **Contact**

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(213) 819-7775

## **Skills**

Technical Support

Troubleshooting

System Administration

Technical Training

Technical Documentation

Customer Support

Quality Assurance (QA)

iOS, macOS, & Windows

G Suite

Microsoft Office 365

Adobe Creative Cloud

Content Management Systems

SaaS

Networking Systems

A/V Systems

VoIP Systems

HTML, CSS, and JavaScript

Mobile Device Management (limited)