

# SAM BRYSON

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## CAREER SKILLS

- Leadership and management experience
- Strong analysis and problem solving skills
- Effective trainer in sales and technical environments
- Retail sales experience, outgoing and friendly personality, excellent communication skills
- Apple Professional Sales Recognition, Apple Certified Macintosh Technician and Technical Coordinator
- Technical knowledge and experience with computer hardware, software, and networking on Mac and PC

## PROFESSIONAL EXPERIENCE

Astreya Partners Inc

March - September 2010

### **TechStop Administrator at Google Headquarters**

- Computer hardware and software setup and support for users via walkup troubleshooting, and held desk ticket system, in a multi OS environment ( Mac OSX, Windows XP/7, and Ubuntu Linux )
- Taught regular sessions of up to 20 users during mass migration of Windows to Mac platforms.
- Assisted with large scale deployments of company wide system and security upgrades, typically involving over 2000 users.
- Researched and edited knowledge base articles based upon support system feedback and requirements

Prestige, Inc.  
**Consultant**

January 2009 - March 2009

- Taught sales and customer service techniques to staff
- Computer hardware and software setup for POS purposes
- Trained staff on how to use computer as cash register and inventory system
- Developed revised merchandising standards for increased sales
- Created online presence through email marketing campaign and website development

MegaByte Computer Center - Apple Specialist  
**Assistant Store Manager**

June 2006 - October 2008

- Restructured service department procedures for increased efficiency by leading through example while completing regular repairs
- Trained and educated service technicians and sales staff
- Established a weekly public instructional workshop with classes including Mac 101, iLife, iWork, Final Cut
- Increased customer retention through Internet marketing
- Reduced overhead through sales and inventory analysis

Best Buy  
**Product Process Lead**

August 2005 - May 2006

- Developed enhanced product displays of add-ons for increased customer sales
- Reinforced company standards for presentation of department
- Coached employees on advanced and personal sales techniques
- Exceeded all sales goals through utilization of available resources and training

Apple Inc.  
**Mac Specialist / Genius** - sales & customer support

August 2004 - July 2005

- Supported new store opening
- Top sales performer and received Apple Professional Sales Recognition multiple times
- Taught instructional classes to public
- Acted as public face of company's technical support, supporting company brand image and mission
- Oversaw the daily support of repairs and expedited service

Game Crazy  
**Assistant Store Manager**

May 2003 - June 2004

- Managed all aspects of retail store operations, including inventory management, scheduling, merchandising, sales, customer service, and day to day operations
- Conducted interviews, hiring and training of new employees
- Decreased store shrink through regular inventory and loss prevention
- Negotiated contract with local university for promotional events that increased average daily revenue from \$45 to \$1000

**EDUCATION**

Northern Arizona University, College of Business

August 2003

**Bachelor of Arts in Liberal Studies**

Major: Enterprise in Society Focus: Social and Behavioral Sciences

Emphasis: Small Business Operations and Management