

JAMES GANDY



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Experience

Technical Expert, Apple; Pittsburgh, PA | Dec 2020 - Present

- Troubleshoot, diagnose and perform repairs of iOS devices, Apple TV, Apple Watch, Beats, and other small devices and their accompanying software
- Evaluate the usability of new and existing products and submit findings to our engineering teams
- Act as a mentor for subordinates, assisting with technical and customer service issues
- Help enhance the customer experience through insights and customer feedback

Designer (Apprenticeship), Remote | Feb 2021 - June 2021

- Contribute design elements, UI/UX and visual assets of key initiatives at Apple
- Collaborate with content production teams, engineers & content strategists in planning design needs
- Design user interface mockups/prototypes, icons & website wireframes for use across multiple, internal communication sites (iOS/Web)

At Home Advisor, Remote | May 2020 - Feb 2021

- Provide technical support via phone to better serve customers
- Troubleshoot devices, facilitate repairs and direct calls as needed
- Provide support to team members, as well as communicate via Slack

Specialist, Pittsburgh, PA | Oct 2016 - Dec 2020

- Probe to uncover customer needs, then follow through with solutions
- Troubleshoot and run diagnostics to initiate repairs for customer devices
- Connect customers with our business team to expand their resources within Apple
- Set up new devices for customers and help them become acquainted with their products

Graphic Designer/Videographer, The Gandy Agency; Pittsburgh, PA | Jul 2014 - Present

- Provide graphic design services (flyers/brochures, logos, animations, business cards) and website design
- Designed clothing mock-ups/worked with manufacturers in Pakistan to create custom pieces for clothing brands
- Working knowledge of HTML/CSS practices
- Provide 4K videography/directing as well as editing services (Final Cut Pro X, expert level knowledge)

Graphic Design Intern, University of Pittsburgh; Pittsburgh, PA | May 2019 - Dec 2019

- Conceptualized and designed graphics for print materials such as flyers and ads, as well as other digital mediums using the Adobe Creative Suite
- Developed multi-layered marketing campaigns to promote programs across campus
- Prepare design files for production
- Contributed to building student organizations by designing official logos to represent their brand identity

Education

University of Pittsburgh; Pittsburgh, PA

Bachelor of Arts: Professional Communications - Digital Media, 2019

- Recipient of the "Success & Determination" Scholarship: The "Success and Determination" scholarship is awarded to recognize a student who has demonstrated, in an extraordinary way, the ability to overcome life's obstacles in order to obtain his/her education
- Recipient of the "Alice Wroblewski" Scholarship: Awarded to students who maintain 3.0 GPA