**William C. Jennings**

2322 Hillcrest Avenue

Waltham, MA 02154

Phone: 781-891-1445

Email: wcjennings@anymail.com

**Career Objective:**

To work as an Apple Solutions Consultant with "Apple," and help in managing sales by offering suggestions for improvising merchandising and operations, and retail partnership.

**Summary of Skills:**

* Extensive experience of working in Technical support role and with Apple products
* Sound technical knowledge of Apple's Pro Applications and electronics products
* Proficient with the usage, servicing and troubleshooting procedures
* Superior counseling skills that help advise clients on suitable products and accessories
* Strong aptitude towards electronics and technology
* Ability to survive in sales driven and competitive environments
* Superior written and verbal communication skills

**Work Experience:**

Apple Consultant

Matrix iStore, Waltham, MA

October 2014 - Present

* Communicating with the visiting customers and providing them assistance on using, customizing, servicing and maintaining Apple products
* Suggesting suitable products and modifications and delivering products suiting clients' needs
* Understanding consumer complaints and resolving their issues promptly
* Promoting new products, latest version and conveying its features to the walk-in customers
* Supporting sales team in achieving sales targets
* Creating loyal customers for Apple stores and strengthening organization's efforts to survive competition
* Designing new schemes and payment facilities, exclusively for existing Apple customers

Apple Consultant

Real Technicians, Waltham, MA

February 2013 - September 2014

* Ensured Apple's products deliver quality performance as promised
* Trained new customers on accurate usage, precautionary measures and maintenance practices to be followed for Apple products
* Examined Apple's products and tested the parts to identify the reasons for malfunctioning or failure of the products
* Placed order for genuine Apple components and replaced the malfunctioning parts
* Helped clients customize their Apple products as per their project requirements
* Informed clients about new products launched by Apple
* Assisted clients purchase peripherals and accessories, compatible to their Apple products

**Education:**

* Bachelor's Degree in Electronics
ABC University, Waltham, MA
2012

**Reference:**

On request.