

Dustin Vavrina

5117 Williams Fork Trail
Gunbarrel, CO 80301

Contact

3036384098

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Profile I am a tech savvy, trustworthy, sharp, and motivated individual who uses strong interpersonal skills with a warm, dedicated, positive hardworking attitude to exceed expectations.

Experience AppleCare Senior Technical Advisor, IBM, Gunbarrel, CO 2012–Present
Promoted to Tier 2 Supervisor within 1 month. Assists customers with issues involving Account Security, Apple iOS Device Hardware and Software, as well as iCloud and iTunes for both Windows and OS X. Sets up repairs for devices requiring hardware repair or replacement. Works directly with Site Support Engineering to advise of emerging issues and to obtain technical information for their resolution.

Assistant / Sales / Marketing, Noise Agency, Denver, CO 2011-2012
Assisted in designing and marketing audio visual products. Worked directly with customers to answer questions and process orders. Used web and social media to promote products and services.

Computer Hardware Technician, Waste Management, Loveland, CO 2011-2012
Diagnosed issues and repaired both PC and MAC computers.

Heavy Equipment Operator, CME, Boulder, CO 2002-2010
Operated Heavy Equipment for both Commercial and Residential construction projects. Obtained Class A CDL for transporting equipment and hauling materials. Oversaw other employees on site.

Education Skyline High School, Longmont, CO - Graduated 2007

Forerunner Music Academy, Grandview, MO - Studied in 2010

Skills Heavy Equipment Operation: Excavator, Skid Loader, Forklift, Customer Service, Soft Skills, Software and Hardware Troubleshooting, 70+ WPM, Experienced using and troubleshooting both Windows, Mac OS X, and iOS applications and hardware.

References	Jake Salgado	SurveyGizmo	303 929 5814
	Jonathan Prosis	Apple Retail	720 369 6705
	Ryan Gibson	Left Field Agency	678 522 5465

