
- Nate Abdo

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WORK EXPERIENCE:

APPLE, INC. | 2009 - Present

Manager | 2019 - Present

Apple Store - Scottsdale, AZ

In my current role I am entrusted to lead a team of 100+ team members in all areas of the store, including support, sales, and training.

- Coach and develop team members to produce world-leading results, this culminated in our store having top marks in key metrics including AppleCare and iPhone categories.
- Interview, vet, and hire new talent, as well as internal employees seeking promotions while ensuring a diverse and open environment.
- Lead the Apple at Work, Business experience to connect Apple with our community and support business-to-business transactions.

Lead Genius | 2014 - Present

Apple Store - Glendale, AZ, 2016 - 19

Apple Store - Scottsdale, AZ, 2014 - 16

As Lead Genius I motivated and taught technicians to provide outstanding customer experiences.

- Analyzed priority metrics of my department to forecast obstacles and highlight successes.
- Earned several awards for highest customer satisfaction (through Net Promoter Score) among all Apple stores.
- Held Apple certifications for all serviceable hardware and software and ensured my team was consistently certified as well in order to lead in repair quality.

In-Store Guest Trainer | 2011

Apple Store - North AZ New Mexico Market

During this experience I planned, facilitated, and built training for our team

- Established on-going training not only for my store but the entire market, this maintained consistency across stores.
- Collaborated with other In-Store Trainers to build executable training plans.
- Delivered feedback to all members of the team to improve, maintain, and strengthen performance.

OTHER SKILLS AND EXPERIENCES

Content Writer

The Kim Commando Show, Phoenix, AZ

- Wrote articles, reviews and tips for the latest consumer electronics.
- Boosted traffic to website by creating graphics and useful content.

Web and Media Design

Self-Employed

- Designed, built and managed websites for customers using industry standard languages and tools, including HTML, CSS, Javascript, and PHP.
- Pursued leads and new customers while also managing my current book of business to offer design services, including logo creation and written content.

EDUCATION:

Bachelor of Arts, Journalism - Digital Media

Arizona State University, Tempe, AZ

- GPA: 3.9 Dean's List, National Honor Society of Journalists - Kappa Tau Alpha
 - General Manager of State Press TV
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