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## Experience

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2019-Present	APPLE INC. <b>Retail and Pre-Sales Specialist (Apple Store and Online)</b> <ul style="list-style-type: none"><li>Focus on creating excitement around Apple products and providing customers with outstanding experiences.</li><li>Covered all Apple products; trained in and performed pre-sale and post-sale service.</li><li>Top Net Promotor Score (NPS) for customer satisfaction.</li><li>Mentored and trained incoming specialists for online store.</li></ul>	BURLINGTON, MA/ONLINE
Fall 2018	TAJ LANDS END (INDIAN HOTELS COMPANY LIMITED) <b>Information Technology Specialist</b> <ul style="list-style-type: none"><li>Core member of team responsible for leading five-star hotel IT maintenance and technical troubleshooting.</li><li>Daily guest interactions and technical assistance (493 rooms, 25,000 square feet of meeting space).</li><li>Guests came from all over the world and included all walks of life such as tourists, locals, executives, actors, royalty, etc.</li></ul>	MUMBAI, INDIA
2015-2018	APPLE INC. <b>Retail Specialist</b> <ul style="list-style-type: none"><li>Worked part-time (about 30 hours/week) during college.</li><li>Worked several months with core team of Boston flagship store (Boylston Street).</li><li>Deeply familiar with technical and software aspects of all Apple products.</li><li>Volunteered to entertain and mentor senior citizens at the Cooperative Elder Day Services.</li></ul>	BURLINGTON, MA
2015	VINE BROOK TAVERN (RESTAURANT) <b>Dishwasher/Kitchen Helper</b> (Part-Time, All Year).	LEXINGTON, MA

## Education

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2013-2019	WENTWORTH INSTITUTE OF TECHNOLOGY <b>Bachelor of Science in Computer Information Systems.</b> Coursework in computer science, business management, math, physical and social sciences. Participated in entrepreneurship club events. Majored in computer engineering from 2013-2015 and gained experience in engineering tools (SolidWorks, SPICE), circuits, and programming.	BOSTON, MA
2009-2013	LEXINGTON HIGH SCHOOL <b>Massachusetts High School Diploma.</b> Participated in robotic engineering and electrical workshop through joint offering of LHS and Minuteman Technical High School. Goethe Society Award for foreign language achievement. Varsity wrestling team.	LEXINGTON, MA
2012	HERMANN HESSE GYMNASIUM <b>Summer exchange student</b> (German High School). Additional 60 hours of community service in senior citizens center. Interned as chef's assistant in region's leading restaurant.	CALW, GERMANY
2000-2011	GERMAN SATURDAY SCHOOL <b>Goethe Institute Language Diplomas ZDP and B1.</b> Oldest intensive language school in Massachusetts (since 1874). Passed all AATG (Association of American Teachers of German) tests. Scored top 90 <sup>th</sup> percentile and received Goethe Institute award. Teacher helper in last two years.	BOSTON, MA

## Personal

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Fluency	US and German citizen, Overseas Citizen of India (OCI). Fluent in German (native), Hindi (native). Software: Generally strong command of common software and tools.
Interests	Technology, traveling, cars, cooking, chess, sports (Judo, wrestling, tennis); ten years of classic piano training; CPR certified.