

William Robinson

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WORK EXPERIENCE

Apple Inc, (Retail Division)

10/2021 - 3/2022

Specialist

- Company Front-line
- Account Activation
- Express Pick-up
- Visuals
- Stock/Cashier
- Product Zone

Roseville Joint Union High School District (RJUHSD)

12/2020 - 06/2021

Defensive Back & Wide Receiver Coach at Antelope High, Antelope, CA

- Supervised Athletes in Weight-room
- Drilled Defensive Backs
- Assisted with Wide Receivers
- Ran Mock Defense against Offense
- Coached Defensive Backs in Sacramento Passing League

NterOne

05/2015 - 07/2016

Technical Writer/Analyst - Virginia

- Educational content authoring
- CCMS
- LCMS
- Streamlining, publishing and delivery analysis
- Built internal and external relationships with key business partners
- Trained new hires on how to be successful in the role
- Daily meetings with key stakeholders on timelines and goals
- Worked directly with content developers
- Experience working with Cisco content
- Built learning modules and content for suppliers

AppleCare Customer Support - Volt (S. Sacramento)

11/2007 - 02/2008

Technical Support Advisor - Elk Grove Campus

- Trained in desktop and portable support • Wireless Multimedia

- Airpot
- iTunes
- Boot Camp, Time Capsule • iOS and Mac OS
- File Management
- Bluetooth
- Networking
- Chat support and Phone Troubleshooting • Apple TV

Arbor Youth Programs

05/2000 - 08/2000

Supervisor for Summer Youth Programs - Merced and Los Banos, CA

- Supervised and provided support to program staff
- Facilitated on-going trainings related to leadership and employment services
- Developed career advancement plans
- Developed career assessments
- Worked directly with the public within a diverse network of individuals
- Developed ongoing work programs that enhanced the ability for others to seek employment

EDUCATION

University Teknologi Malaysia (UTM)

2/2020 - 3/2020

Johor Bahru, Malaysia — Postgraduate Research - Writing Master Thesis

National University

1/2014 - 9/2016

LaJolla, CA - Bachelor's Degree - Global Studies and Social Science

Humboldt State University

1/1992 & 2/2011

Arcata, CA - Undergraduate Studies, Intercollegiate Football & Adult Re-Entry

CERTIFICATIONS

NFHS Coaching/Teacher Certification 5/2020 & 12/2020

SKILLS

Leadership, Multitasking, Collaborative, Project Management, Flexible, Brand Identification, Maximizing Portfolios and Catalogs, International Marketing, Production and Product Placement, Creative Design Layouts, Strategic Planning, Product Marketing, Account Acquisition, Product Design and Positioning, Graphic Design, Illustrator, Publisher, Logic Pro, MS Suites, Video Production, Digital Media, Website and Electronic Marketing, CSS, CS5, Website Design, Social Media Expert, Business Development, Public Relations, International Retail Marketing and Distribution, Multi-Cultural and Urban Marketing, Logistics

INTERESTS & OTHER RELEVANT ACTIVITIES

Music Production and Marketing, Music Catalog Management, Artist Mentoring and Management, Coaching and Mentoring, Building Creative Platforms, Brand Marketing and Strengthening International Relationships.