

GEORGE HYDE

40 California St., Unit C-25, Stratford, CT 06615 • george.hyde@mac.com • (203) 923-6053

OBJECTIVE

Experienced Technical Specialist with a strong background in Apple device support and troubleshooting, including remote assistance as an At Home Advisor. Skilled in prepress and graphic design, resolving complex digital file issues for print production. Adept at customer service, device triage, and maintaining both Mac and PC workstations for optimal workflow.

EXPERIENCE

March 2012 - June 2026 Apple Inc., Norwalk, CT ~ Technical Specialist

Technical support specialist at the Apple Store helping customers with Apple device repairs and/or troubleshooting software issues on iPhones, iPads, AppleTVs, AirPods, HomePods, Macintosh Computers and various accessories.

- Delivered technical support at the Apple Store, assisting customers with triage of Apple device software and hardware support, achieving high satisfaction results
- Specialized in resolving software issues on iPhones, iPads, AppleTVs, AirPods, and HomePods
- Triageed accidental damage Apple devices providing repair options
- Supported resetting passwords resets for Apple IDs and third-party email addresses
- Discussed and supported informing customers of the media services Apple provided including the stand alone services of Apple TV, Apple Music, Apple Fitness+, Apple Arcade, Apple News+, iCloud storage, Apple IDs, and AppleOne which bundles all the services together
- Worked remotely as an “At Home Advisor” while retail stores were closed during the 2020 Covid pandemic providing over the phone technical support to customers for software and hardware issues

August 2016 - June 2017 Alphagraphics, Stamford, CT ~ Graphic Designer

Part-time preflight/prepress Graphic Designer responsible for printing customer supplied files to digital copiers or output of plate separations for offset printing press. Creation of printable layouts from customer consultations for brochures, business cards, letterhead, envelopes, posters, and banners.

- Designed and prepared layouts for business cards, letterhead, envelopes, posters, banners, and brochures, ensuring accurate output to offset press or digital printers
- Retrieved digital artwork from archives to facilitate reorders of prior jobs
- Recreated artwork from provided samples or designed new artwork from sketches
- Preflight of files for accuracy and to catch potential output issues
- Created multi-page variable data layouts using Excel spreadsheets, enabling personalized print runs for targeted marketing campaigns
- Maintained Mac and PC workstations updating software to ensure optimal performance and workflow efficiency

EDUCATION

January 2001 - May 2002 Gibbs College, Norwalk, CT ~ Visual Communications

Graduated with a certificate degree in Visual Communications. Courses studied; Principles of Design, Typography, Color Theory, HTML Web Design, Photoshop, Illustrator, and QuarkXpress.

- Certificate Degree and GPA of 3.67
- Dean’s list for five consecutive semesters
- Oversaw student computer labs and tutored students on weekends
- Employed through school work study program as Apple Technician in the schools IT department
- Speaker at the class graduation

September 1979 - June 1983 Bullard Havens, Bridgeport, CT ~ Electronics Department

Vocational technical high school graduating with a degree in electronics. Played soccer on the JV team and was equipment manager for various school teams.

ADDITIONAL SOFTWARE KNOWLEDGE

Photoshop, Illustrator, InDesign, Dreamweaver, Acrobat Pro; Microsoft Office (Word, PowerPoint, Excel); Apple iWork (Pages, Numbers, Keynote)

REFERENCES

Available upon request