

Sebastian Barba

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5905 Hillview Ave, San Jose, CA 95123

MANAGEMENT INFORMATION SYSTEMS PROFESSIONAL

As a Management Information Systems student at San Jose State University, specializing in the strategic integration of technology and business. I bring a blend of technical expertise and strategic insight. My work experience at Apple enhanced my ability to analyze user requirements and develop innovative solutions. I am very passionate about leveraging technology to drive business success. I'm constantly applying these skills and knowledge I have obtained to contribute meaningful opportunities to all teams or organizations I have the privilege to be apart of.

KEY COMPETENCIES

Action Oriented
Ensures accountability
Customer Focus

Strategic planning
Multitasking
Managing Ambiguity

Team leadership
Communication
Punctual

PROFESSIONAL EXPERIENCE

Apple Inc.

December 2023 - Present

Technical Specialist

As a Technical Specialist at Apple, I play a vital role in ensuring that customers receive the support and guidance they need to fully enjoy their Apple products. I swiftly assess customer needs and provide timely assistance, whether it's troubleshooting technical issues, offering advice, or providing solutions related to iPod, iPhone, and iPad devices. For more complex issues or situations requiring specialized assistance, I guide customers to appropriate support team members who can provide further help, ensuring comprehensive support tailored to their requirements. I offer personalized training sessions to new customers, empowering them with essential skills for engaging in photo, video, and music projects, enabling them to maximize the potential of their Apple products and enhance their overall user experience. My dedication to providing exceptional customer care sets a positive example for the entire store team, fostering a supportive and knowledgeable environment where colleagues can learn from each other and continuously improve their skills. By consistently delivering high-quality support and guidance, I play a crucial role in nurturing strong relationships between Apple and its customers. Maintaining brand loyalty and contributing to the company's ongoing success.

Accomplishments:

- Maintaining excellent time management skills and making decisions quickly.
- Keeping composure and customer focus while troubleshooting and solving issues.
- Reassuring customers when delivering product diagnoses and potential solutions.
- Giving and receiving feedback in order to create growth and learning.
- Ovation Award for most improved Genius Bar in our market.

Apple Inc.
Specialist

June 2022 - December 2023

As a Specialist, I thrive on uncovering customers' needs and delivering meaningful solutions. Being the first person customers encounter upon entering the store, I take pride in guiding them through their journey – advising, selling, and setting up their new products to ensure a seamless experience. Beyond customer interaction, I also contribute to maintaining visual merchandising and supporting fellow team members in various capacities. My curiosity drives me to stay updated on product news and initiatives, enabling me to apply my knowledge effectively during customer interactions. I excelled in my role, with success measured by both team and individual productivity, as well as overall store performance. Representing Apple gives me pride, and there's nothing better than aiding customers in nurturing lifelong relationships with Apple.

Accomplishments:

- Delivering great customer experience in any environment while delivering great results.
- Strong communication skills that let me communicate with individuals and groups.
- Contributing to an inclusive environment by respecting each others' differences and having the curiosity to learn.
- Demonstrating Apple's values of inclusion and diversity in daily activities.
- Being apart of store projects, having opportunity to lead a few and be apart of many.

Starbucks
Shift Leader/ Asistant Manager Trainee

March 2020 - June 2022

As a Starbucks leader driven by a great sense of purpose, always aspiring to make a positive difference every day, inspiring others to do the same. In my role, I gained hands-on experience that tuned my supervisory skills, coaching abilities, and passion for coffee/tea! Also sharpening my business understanding of store management. Through a blend of online learning, classroom training, and hands-on mentorship, I was leveraging sales strategies, efficiency, and problem-solving skills. Moreover, I'm empowered to nurture talent and lead dynamic teams, fostering an environment where individuals can realize their personal best and thrive collectively. Inspiring others and driving results through the passion and dedication of our team. At Starbucks, I embody our commitment to developing extraordinary individuals who drive business success while prioritizing our partners (employees), customers, and communities globally.

Accomplishments:

- Implemented effective sales strategies resulting in reduced time for orders and growth.
- Mentored and developed team members, leading to improved performance and job satisfaction.
- Enhanced customer satisfaction through personalized service and proactive problem-solving.
- Implemented process improvements that streamlined operations and increased productivity.

EDUCATION

San Jose State University - San Jose, CA

Bachelor of Business Administration (Management Information Systems) - Currently Enrolled

West Valley College - Saratoga, CA

Business Administration (Associate In Science - Transfer)

Arizona State University - Tempe, AZ

Business Administration

Abraham Lincoln High School - San Jose, CA

High School Diploma - Class of 2020
