

TIMOTHY COVENTRY

302 5th Avenue
East Northport, NY 11731
(631) 943-2417
tcoentry165@gmail.com

OBJECTIVE:

Seeking an internship where I can utilize my academic, professional, and personal experience and where I can learn and contribute to the success of news.

SKILLS:

Proficient in Adobe Premiere, Adobe Audition, and Final Cut Pro.

EDUCATION:

SUNY Old Westbury, Old Westbury, NY
Bachelor of Arts, **Major:** Media & Communications, Degree Pending May 2025

Suffolk County Community College, Selden, NY
Associate in Arts, **Major:** Liberal Arts General Studies, Graduate May 2023

EXPERIENCE:

SUNY Old Westbury

OWWR Staff Member:

- I have been helping to broadcast, edit, and create content for our campus radio station.
- I helped to spearhead and voice OWWR 6PM News Update, a 10 minute daily news breakdown.
- I created The Global Report with Tim Coventry, my own radio show based off weekly global news.

OWTV Staff Member:

- I have been helping to create content that relates to news locally and around the world.
- I created OW Speaks a TV show specializing in politics, economy, global conflicts, and entertainment news.
- I currently spearheading a biweekly news show.

Harborfields High School

Tornado News Team Staff Member:

- I was the Executive Producer of my high schools Morning show
- I helped facilitate the filming of many school events
- I spearheaded content creation in our new studio, creating commercials for our broadcasts.

Apple, Walt Whitman Mall, Huntington Station, NY

Technical Expert:

10/2021 – Present

- Devised and implemented troubleshooting procedures that increased customer satisfaction and loyalty.
- Managed customer relationships through effective and efficient problem-solving, resulting in higher Net Promoter Score (NPS) expectations.
- Originated and regulated a customer-focused approach from check-in through fond farewell, minimizing customer wait times and optimizing session pace.

Apple Support Mac+ Tier1:

4/2020 – 10/2020

- Administered support for Apple's At-Home-Advisor program during COVID-19 shutdowns, ensuring continuous service availability.
- Introduced and implemented a streamlined workflow, leading to promotion from iOS Tier 1 to Mac+.
- Achieved high customer satisfaction ratings while maintaining consistent call handling times, demonstrating efficiency and effectiveness.

Technical Specialist:

3/2018 – 10/2021

- Coordinated and managed customer interactions, and provided customer service and troubleshooting support.
- Operated as a key team player in a dynamic environment, consistently meeting and exceeding performance expectations.

Product Zone Specialist:

9/2018 – 3/2019

- Advised and informed customers on Apple's award-winning range of products, translating into high sales and customer satisfaction.
- Employed expert knowledge to attach services like AppleCare+, iCloud Storage, and Apple Music, resulting in comprehensive customer solutions.

BestBuy, Huntington Station, NY

Apple Master:

9/2017 – 9/2018

- Coordinated and managed the entire customer journey from inventory management to completion of the sale, ensuring a seamless and positive experience for customers.
- Represented and endorsed the Apple brand with enthusiasm and expertise, served as a knowledgeable and trustworthy point of contact for customers exploring Apple products.

VOLUNTEER EXPERIENCE:

HBCA, Centerport, NY, Counselor, 6/2016 – 8/2016

Our Lady Queen of Martyrs, Centerport, NY, Volunteer, 1/2015 – 5/2016

REFERENCES:

Available on request.