Tai
Gomez-Curtain

TECH EXPERT + VISUAL DESIGNER

Contact

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🌐 www.taigerdesigns.com

Software

Adobe Illustrator

Figma

Microsoft Office Suite

Procreate

Google Suite

Canva

Skills

Critical Thinking

User Persona Creation

Illustration

Storyboarding

Presentation

Experience

Technical Expert
Apple Inc. (Eton) - Woodmere, OH   JUL 2022 - PRESENT

· Diagnoses, troubleshoots, and performs repairs on iOS devices, coexisting software and accessories.

· Mentors technical specialists with providing customer feedback and diagnosing technical issues

· Supports customers in an efficient manner, documents admissible information, and works to achieve overall team productivity goals

Technical Specialist
Apple Inc. (Eton) - Woodmere, OH   DEC 2021 - JUL 2022

· Works to troubleshoot customer needs quickly and efficiently while providing supportive solutions.

· Gives diagnostic support and product solutions all while providing reassurance and empathy towards the customers' issue.

Product Zone Specialist
Apple Inc. (Eton) - Woodmere, OH   AUG 2021 - DEC 2021

· Educated customers about Apple products while demonstrating how to use the device and showcasing its key features.

· Assisted other team members in their interactions when needed and maintained visual order on the sales floor.

Retail + Graphic Design Coordinator
Pop Life Universe - Cleveland, OH   JUL 2020 - JUL 2021

· Designed and created marketing for social media posts for the organization's accounts.

· Assisted In the management of the Pop Life Retail space by scheduling employee shifts, processing payroll, and communicating with consignment vendors.

Education + Certifications

Bachelor of Arts
Kent State University - Kent, OH   2012 - 2016

Communication Studies + Fine Art Illustration

UX-UI Bootcamp Certification
The Ohio State University - Columbus, OH   2024

Professional + Distance Education
College of Engineering