

## HARRIS NESS

954-292-0991

[harrisness.com](http://harrisness.com) | [Linkedin](#)

[harrisness0@gmail.com](mailto:harrisness0@gmail.com)

### EDUCATION:

**San Diego State University** - *BS Management Information Systems*

**Expected graduation: May 2022**

- Minor in Computer Science

**Lavin Entrepreneurship Program**

**2022 Cohort**

- Engage other entrepreneurs with business plans for potential ventures
- Meet with a mentor to refine a business idea and prepare for execution

### WORK EXPERIENCE:

**Apple** - *Applecare College Advisor*

**May 2019 - Present**

- Expertise in new and existing product features within macOS, iOS, and watchOS devices facilitates customer education and overall positive experience
- Adaptable communication style provides for a more personalized interaction tailored to individual customer needs
- Ability to identify the root cause of customer issues, determining and communicating technical solutions
- Streamlined Applecare price retrieval by creating a centralized price sheet that improves other advisors daily workflow
- Achieved at least 5% quarter over quarter improvement in issue resolution for the last three quarters

**San Diego State University** - *Web Designer*

**Aug 2018 - Jan 2019**

- Created and designed web pages for the sdsu.edu website
- Implemented site redesign by managing content transfer and style application

**United Parcel Service** - *Sales Associate*

**Jul 2016 - Jul 2018**

- Packed and shipped hundreds of boxes in various sizes to be sent around the world
- Communicated with customers on a daily basis to identify and assist with their needs
- Designed posters in Photoshop to be printed for shopping center advertisements

**Equipt Color LLC** - *Web Designer and Business Associate*

**Dec 2016 - Jun 2017**

- Built the e-commerce store for Equipt Color
- Filmed and edited multiple promotional videos
- Organized multiple photoshoots
- Managed shipping logistics and execution

### PERSONAL PROJECTS:

**Association of Information Technology Professionals (AITP)** - *President*

**Oct 2019 - Present**

- Coordinating with guest speakers and planning workshops for biweekly meetings
- Manage a team of officers by implementing and utilizing slack to efficiently run the organization
- Increased active membership by 40% introducing Groupme to the organization and its members
- Built a new attendance system utilizing Google Sheets, QR codes, and Google Forms
- Designed multiple flyers showcasing weekly meetings and speakers for social media

**Entrepreneur Society** - *Vice President of Innovation*

**May 2020 - Present**

- Collaborated with fellow officers to complete organizational objectives
- Organized cross-organization meeting between AITP and Entrepreneur Society

### SKILLS:

Adobe (Premiere Pro, Illustrator, Photoshop, Lightroom, XD CC)

Microsoft (Windows OS, Word, Excel, Powerpoint)

macOS | iOS | watchOS | iPadOS | Logic Pro X | Keynote | Pages | Numbers | Automator

SQL | Python | HTML | C++ | Java | JavaScript | CSS | Eclipse