

**STEPHEN M.
HACKETT**

// mobile
901.428.0594

// email
smhackett@gmail.com

// EXPERIENCE

SECURAS CONSULTING GROUP, LLC; APPLE SERVICE MANAGER — SEPTEMBER 2008-CURRENT

I left Apple to help start the Apple Authorized Service Provider division of Securas Consulting Group. I helped start the repair and consulting services, designed procedures and business practices, and continue to build a new business from the ground up. I complete roughly half of all repairs done by Securas, manage metrics and goals set forth by Apple and consult various businesses and individuals in the greater Memphis area.

APPLE, INC.; MAC GENIUS, & LEAD MAC GENIUS — NOVEMBER 2006 - SEPTEMBER 2008

After working on the sales floor and visual team for several months, moved into the Mac Genius role. After being trained by Apple at their headquarters, served at the "Genius Bar" troubleshooting Apple (and third-party) software and hardware and in the "Genius Room" completing repair work on Apple portables and desktops. Worked as a liaison between the Geniuses and Store management and help grow Mac Geniuses in their troubleshooting, repair, and customer-relations skills, in addition to running the daily tasks of the repair room and Genius Bar.

THE HAVE A STANDARD FOUNDATION; I.T. ADVISOR, & MULTIMEDIA MANAGER — OCTOBER 2002 - CURRENT

Worked as Multimedia Manager, focusing on the creation of live youth events featuring live music on multiple stages, trampoline stunts and physical events. Additionally, created printed and web curriculum for the Foundation's many student programs. Currently work as an advisor to the Foundation.

THE DAILY HELMSMAN; NEWS EDITOR — AUGUST 2004 - DECEMBER 2007

Responsible for page layout and pre-press work several nights a week, in addition to occasional writing and photography. Used QuarkXPress and Adobe products daily. Layout included special sections and front pages. Assisted and advised the newspaper's move from OS 9 to OS X.

// EDUCATION

- Bartlett High School — Graduated May 2004; Editor of the school newspaper.
- Certified as Apple Support Professional 10.5, Apple Certified Macintosh Technician.
- Completing Bachelor of Arts in Web and Print Journalism at University of Memphis (12 hours until graduation)

// SKILLS & QUALIFICATIONS

- Mac OS X 10.2 Jaguar - 10.6 Snow Leopard
- Apple's Aperture, iLife, & iWork applications
- QuarkXPress
- Adobe CS4

// OUTSIDE INTERESTS

- Serve as volunteer webmaster for the Greater Memphis Greenline, Inc.
- Work as a freelance print and web designer
- Completing a "photo-a-day" project for 2008; working on 2009's
- Write a technology-focused blog at forkbombr.net

// REFERRALS

- **Ty Cobb**; President & Founder, The Have A Standard Foundation — 901.461.4041
- **Candy Justice**; Advisor, *The Daily Helmsman* — 901.678.4790
- **Ian Sterling**; Informational Technology Associate, *Memphis College of Art* — 901.827.7317
- **Ryan Goudy**; Designer, MediaLink — 901.289.5300