

Miki Hansen

Designer,

Electronic Music Lover,

Outdoor Enthusiast,

Crazy Cat Lady.

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mikihansen.com

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Education

University of Colorado, Denver

Bachelor of Fine Arts,
Digital Design, 2014

Skills

Flexibility

Curiosity

Tenacity

Instructional

Design

Final Cut Pro X

Captivate

InDesign

Illustrator

Photoshop

Excel

Word

Freelance Clients

Braddy Investigative Group

June 2013 to Current

Video capture from tapes and flash media, video editing, custom DVD and video file production for Amy Braddy.

MGMA (Medical Group Management Association)

August 2013 to October 2013

Graphics and media development, production of e-learning courses.

Stream International

August 2012 to September 2012

E-Learning course instructional design, graphics and media development, production of e-learning courses.

Experience

Senior iOS Support Advisor

August 2016 to Current

Apple, Inc.

Achieved an excellent record of providing world class customer support by exceeding CSAT goals on a consistent basis. Demonstrated a strong commitment to teamwork and adaptability to the changing needs of the business by volunteering to assist with iTunes store support calls.

macOS Support Advisor

January 2016 to August 2016

Apple, Inc.

Improved tool usability and experience for all advisors by researching, creating, and sharing a modified digital ring tone for iLog. Exhibited dedication to teamwork by regularly achieving or exceeding expectations for schedule adherence.

iOS Support Advisor

August 2015 to January 2016

Apple, Inc.

Demonstrated excellent communication and problem solving skills by achieving excellent CSAT scores directly out of training. Showed adaptability and willingness to learn new processes and procedures by readily accepting and implementing feedback from leadership resulting in improved issue resolution scores.

Experience, Continued

**Instructional Designer/
Learning Media Developer**
August 2008 to March 2012
2005 to August 2007
DISH Network
Englewood, Colorado

Designed, created and maintained on-line and print training material for nationwide technical, advanced technical, and customer service training programs.

Field Service Specialist Trainer
August 2007 to August 2008
DISH Network
Virginia Beach, Virginia

Responsible for scheduling, coordinating, tracking, and executing classroom, field, and safety training for satellite system installation technicians and office support staff.

**Technical Training Coordinator/
Technical Training Supervisor**
2002 to 2005
DISH Network
Thornton & Littleton, Colorado

Supervised five person training team, coordinated and implemented technical and advanced technical training in a multi-call center environment.

Technical New Hire Trainer
August 2000 to 2002
DISH Network
Christiansburg, Virginia

Responsible for supervising, tracking, and executing classroom, and on-the-job training for technical support and advanced technical support call center agents.

Technical Specialist
April 2000 to August 2000
DISH Network
Englewood, Colorado

Monitored satellite systems for operation and quality. Communicated with Engineering team to resolve issues. Handled advanced and highly escalated customer technical support issues.

Call Center Supervisor
January 1999 to April 2000
DISH Network
Littleton, Colorado

Supervised a team of up to 18 technical support and advanced technical support call center help agents.

Assistant Manager
April 1998 to August 1998
1996 to June 1997
Mann Theaters Southwest Plaza 5
Littleton, Colorado

Responsible for staff supervision, nightly concession inventory, and daily financial reports. Daily maintenance of film projection equipment, and film prints.

Supervisor/Head Projectionist
1994 to 1996
Mann Theaters Southwest Plaza 5
Littleton, Colorado

Responsible for staff supervision, and nightly concession inventory. Daily maintenance of film projection equipment, and film prints.

Supervisor
1993 to 1994
AMC Theaters Southbridge 8
Littleton, Colorado

Responsible for staff supervision, and daily maintenance of film projection equipment, and film prints.