Christopher Rinehardt

Philadelphia, PA | 215-908-0724

christopher.rinehardt@temple.edu

EDUCATION
Temple University – Fox School of Business, Philadelphia, PA
Bachelor of Business Administration   Graduation: May 2023
Major: Management Information Systems
Selected Courses: Program Design & Abstraction**,** Digital Systems, Discrete Mathematics, Statistics

ACTIVITIES
First Generation Students Committee, Temple First   October 2018 – November 2018
Volunteer, Love Run Half-Marathon   March 2018

EXPERIENCE
Apetek Computers, Philadelphia, PA   January 2021 – Present
Computer Repair Technician
- Configure and provide technical support for PCs, tablets, and cell phones to ensure satisfaction of clients at a family-owned retailer of Information Technology services and products
- Coordinate inventory of hardware used for repairs and reporting findings to management to maintain a smooth workflow
- Diagnose and troubleshoot a variety of electronic devices using a wide range of tools and methods
- Engage in virtual and in-person customer service to ensure satisfaction with each outcome

Sales Associate   August 2020 – Present
- Consult with clients to evaluate technical issues and map out a solution
- Perform routine check-ups on electronic devices and reporting any software or hardware related issues
- Create a clean, welcoming store layout that allows ease of access to products listed for sale
- Attend to any questions or concerns presented by customers regarding product specific details

Northeast Skate Zone, Philadelphia, PA   July 2019 – Present
Skate Guard
- Monitor ice conditions at a facility containing two ice hockey rinks and notify management of any potential hazards
- Distribute skates and walkers designed to assist first time skaters and ensure a safe experience
- Maintain order by enforcing rink policies, keeping building clean, and assisting patrons having difficulty

Temple University, Philadelphia, Pennsylvania   June 2019 – March 2020
Student Worker, Telecommunications
- Transported mail for Temple University's Telecommunications department between campuses
- Answered phone calls regarding questions about voice and data services used in campus facilities
- Created tickets for customers to be completed by technicians possessing knowledge in network installations, troubleshooting outages, and testing circuits

SKILLS
Software: Windows 10, MacOS, iOS, Android, Microsoft Word, Excel, & Power Point
Technical Languages: HTML, CSS, Java, JavaScript