

RAFAEL MELLO

[HTTPS://RAFAELMELLO.PRO](https://rafaelmello.pro)

ABOUT

I've been building and working with computers and video equipment from an early age. Macs and PCs. Quick learner, tinkerer, curious, self-starter. Avid videographer and video editor with a keen eye for lighting and composition.

SKILLS

Software: Adobe Photoshop, Premiere, Lightroom, Illustrator, DaVinci Resolve, Camtasia, Word, Excel.

Computer and hardware skills: Able to disassemble, assemble, and configure electronic devices.

Customer support: Service, live chat, call center.

Video production: Filming, editing, photography.

Leadership and team skills: Commitment, discipline, teamwork.

Apple Certified technician.

LANGUAGES

FLUENT IN

English
Portuguese

EXPERIENCE

BEST BUY • SALES AGENT, GEEK SQUAD C.A. • 2024-PRESENT

- Diagnosed and resolved complex hardware and software issues for consumer electronics, including computers, mobile devices, and home theater systems, achieving high customer satisfaction and repeat business.
- Provided expert technical support, ensuring optimal device performance and clear communication of solutions to enhance customer confidence.
- Exceeded sales targets by leveraging technical knowledge to recommend tailored Geek Squad services and protection plans.
- Collaborated with team to optimize in-store technical service processes, improving efficiency and reducing customer wait times.
- Upheld a professional and approachable demeanor, earning praise for technical expertise and effective customer interactions.

APPLE CERTIFIED TECHNICIAN • EXPERCOM • 2023-2024

- Highly skilled Senior Technician with Apple certifications in iPhone and Mac repair.
- Demonstrated exceptional adaptability, quickly mastering complex problem-solving skills to manage challenging situations independently.
- Proven ability to support management teams in driving business results through efficient operations, including iPhone repairs, Mac troubleshooting, customer service, sales, and more.
- Consistently delivered positive impact on company performance, yielding improved reviews and record-breaking sales.

CALL CENTER AGENT • PRESS GANEY, SQUEEZE MEDIA • 2022-2023

- Improved customer satisfaction through effective communication and support.
- Ensured the security of customers' personal information during interactions.
- Maintained compliance with HIPAA laws while handling customer interactions.

EDUCATION

BRIGERLAND APPLIED TECHNOLOGY CENTER • 2023 - 2024

TestOut PC Pro Certified
Currently studying Information Technology



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