

Cory Reid

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Objective

Established leader seeking continued opportunities to grow professionally within a team researching and implementing business improvements with an intentional focus on future proofing. Career focused on finding new ways to improve business results by leveraging existing technologies to grow influence, impact, and ability.

GEEK SQUAD CITY – Brooks, KY

Team Supervisor, Apple Repair Nov 2016 – Present

- Managed Mac repair team for Geek Squad City – maintained efficiency goals, set direction, and supported business goals with team guidance and support.
- Implemented scripting applications that reduced total time spent processing BBY-owned iOS products by an average of fourteen labor hours per week.
- Launched and maintained multiple internal and external initiatives, including AppleCare + coverage for Mac products as well as Onsite Direct Dispatch repair program.
- Operated as liaison between Apple vendor team and Geek Squad City, presenting and supporting business metrics and analysis to multiple levels of internal and external leadership on weekly conferences.
- Directed multi-team production requirements – worked between receiving, inventory teams, and repair leadership to ensure SLAs were met.

Professional Experience

Team Supervisor, Part Inventory>Returns Dec 2011 – Nov 2016

- Oversaw team of inventory agents handling all part returns for Geek Squad City PC repair.
- Completed Best Buy Project Management training to assist with work duties and process implementation.
- Worked with scripting program to reduce labor hours needed for transfer processing, return memo printing, and part shipping.
- Delivered interactive DTL sheets and updated PDG forms intended to reduce labor spend and improve available resources.

Beyond hosting my personal content at <http://coryreid.me>, I have also been working with the Louisville Children's Museum to update their site. Through my experiences with development, I've gained familiarity with the following technologies:

Additional Experience

- **Web Development Languages**
 - HTML (4 years) – Page structure, content handling and organization
 - CSS (4 years) – Layout and design implementation, responsive design and UX
 - JavaScript (3 years) – App interaction, function performance, API response calls
 - PHP (2 years) – Controller layers, input/action handling, site depth improvements
- **Server Side Languages**
 - NGINX (1 year) – Website hosting, traffic management, alias setup
 - Unix (1 year) – Server installation, user management, permissions handling
- **Web Frameworks**
 - Vue.js - (2 years) – DOM reactivity, data binding, content updating
 - Materialize/jQuery/Bootstrap/Vuetify (2 years) – Theme styling, display consistency
- **Design tools**
 - Figma (1 year) – Design prototyping, mobile planning
 - Adobe Experience Design (1 year) – Site architecture, design prototyping