

Ryan Thomas

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EXPERIENCE

Wells Fargo, Charlotte NC — *Communications Professional*

SEPTEMBER 2022- PRESENT

Streamlines and simplifies customer communication templates, aligning language with Wells Fargo's style guide and tone

Develops change management strategies by drafting communications to assist customers with adjusting to dispute outcomes

Apple Inc., Huntersville NC — *Technical Writer*

MARCH 2021- JANUARY 2022

Supervised successful iOS 15/iPadOS 15/macOS Monterey launch cycles

Authored technical documentation detailing operating systems, software, company policies, and procedures within Apple's CMS

Provided support for key system migration from CMS to Drupal

Spearheaded communications with SMEs from across all of Apple and updated several thousand pages of documentation

Created an onboarding guide for future technical writers

Apple Inc., Bolivia NC — *AppleCare Advisor*

MAY 2020- MARCH 2021

Facilitated technical communications with the public via chat and calls

Assisted end-users with completing troubleshooting tasks

Authored/maintained documentation supporting AppleCare advisors with troubleshooting emerging issues and understanding new policies

Wrote proposal for a new product feature (Apple ID Trusted Contacts) which was accepted and implemented by Apple in a software update

Won the AppleCare Excellence Award for superior performance in calls and significant contributions to organizational documentation

Premium Retail, Myrtle Beach NC — *Oculus Ambassador*

DECEMBER 2016 - FEBRUARY 2018

Created communication campaign plans for company training events, educating new hires on retail demonstration policies

Wrote communications for Oculus Quest launch program, instructing current associates on display installation, setup, and configuration

Participated in outreach programs for Oculus' products

Created marketing material for demonstration event

EDUCATION

Fayetteville State University, Fayetteville, NC — *BS Psych*

APRIL 2020 - APRIL 2022

Graduated with a Bachelor of Science in Psychology with a 3.8 GPA

SKILLS

120 WPM typing speed

Fluency with The Chicago Manual of Style

Fully trained in Adobe Photoshop, Illustrator, and InDesign

AWARDS

Apple CE/CP Graduate

Graduated from the Apple College and Apple Career Experience programs.

ACW Contest Winner FY20/21

Recognized for lowest call wait times among teammates

Oculus Achievers 2018+19

Recognized for being among the top 50 achieving BA's

CERTIFICATIONS

CompTIA Network+ —

September 2018

CompTIA A+ — July 2018

