

TAYLOR MCQUEEN

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CERTIFICATIONS

ACiT iOS Service Certification, 2017

LEADERSHIP & MEMBERSHIP

Villagers Theatre Board | 2020
Inclusion and Diversity Chair and Marketing

FDUArts Alum | 2017
Founding Member

Rho Alpha Sigma | 2016
Beta Alpha Chapter Founder

Campus Standards Committee | 2015
Fairleigh Dickinson University

Summer Resident Assistant | 2015
Fall Training Coordinator

Phi Sigma Sigma | 2012
Zeta Theta Chapter Member

SAG-AFTRA | 2009
New Member

SKILLS

Fluent in Apple Operating Systems

Comfortable with Microsoft Office

Social Media (Facebook, Instagram,
Snapchat, TikTok, Twitter, Pinterest)

Strong ability to multi-task

Polished organizational skills

EXPERIENCE

In-Store Lead Experience | Apple, Inc | June 2020-present

Floor Leadership in the Support role requires; aligning, exciting, and engaging the team around the current priorities to drive performance and results. In addition, due to the current climate, performing activities related to COVID-19; including employee temperature checks and health screenings.

People Operations Planner | Apple, Inc. | Nov 2018-present

Supports the leadership team to create an engaging work environment. The POP champions the employee experience by supporting people processes, including planning, executing, and facilitating training events, volunteer events, and meetings, while ensuring the team meets in-store learning initiatives; in addition to coordinating and aiding in the new talent recruiting process.

Technical Expert | Apple, Inc. | April 2018-Nov 2018

In addition to the technical specialist's responsibilities, the Technical Expert used their expertise to provide swift resolutions to technical problems. Technical Experts provide mentorship to other specialists by educating, providing training, and guidance.

Technical Specialist | Apple, Inc. | June 2017-April 2018

Quickly assess the situation when a customer needs assistance. Sometimes giving advice and/or solutions on the spot using knowledge of current Apple technology, after training and receiving a mobile certification.

Product Zone Specialist | Apple, Inc. | Aug 2015-Jun 2017

Creates energy and excitement around the Apple ecosystem, providing the right solution, and getting products into the customer's hands. Dedicated to delivering a customer experience that is unlike any other and creating loyal Apple customers.

Barn Theatre Coordinator | Fairleigh Dickinson University | Jan 2016-Dec 2017

Represents administration in their absence, manipulates calendars and scheduling; prepares expense reports, creates and monitors the theater's budget, and other documents.

Resident Assistant | Fairleigh Dickinson University | Aug 2012-May 2016

Resolves conflicts, enforces policies, and is crisis response on campus. In addition, they create diverse events and programs catered toward enrolled students. In the Summer of 2015, responsibilities included planning and coordinating the 2015-2016 Resident Assistant training.

EDUCATION

Fairleigh Dickinson University | BA Theatre Arts, Psychology, Criminology | 2016

Kean University | MA Psychology | 2021