

Dylan Lochridge-Fletcher

214 E San Antonio St. #107, San Marcos, TX 78666

C: 832.247.2256 dlochridgefletch@apple.com visit: www.dylanlf.com

Experience:

Apple Inc., San Marcos, TX

At Home AppleCare College Technical Advisor, June 2014-Present

- Build and maintain successful relationships with service providers, dealers and consumers.
- Answer inbound customer inquiries and to troubleshoot issues for resolution while ensuring the customer receives a world-class experience.
- Cross-trained to provide technical support for iOS products and Mac computers.
- Utilize excellent decision-making, judgment, and communication skills to respond to incoming calls from customers.
- Inform customers about issue resolution progress.

Texas State University, San Marcos, TX

Instructional Technology Support Graduate Tech, August 2013-August 2017

- Responsible for overseeing media equipment in large media-intensive teaching theaters.
- Have knowledge of multiple computer platforms and multimedia technologies along with the set-up of classroom presentations.
- Work special University events and support for faculty in the use of media; duties include the set-up and use of traditional audio-visual equipment and ability to work with the general public and university community.

KTSW 89.9, San Marcos, TX

Web Content Photographer, August 2015-December 2015

- Take pictures for the KTSW radio station blog as needed.
- Provide stock photos to be used across WordPress and Twitter.
- Help develop the KTSW blog with visual graphics.

Other Side Drive Social Media Contributor, August 2014-December 2014

- Strategize a social media-posting schedule through Facebook, Twitter and Instagram, for the Other Side Drive Segment department, by coordinating with the Social Media Administrator and News Director.
- Handle Facebook, Twitter and other electronic communication tools.

Lutherhill Ministries, La Grange, TX

Media Coordinator, May 2012-August 2012, May 2013-August 2013

- Take pictures of individuals, families, and small groups throughout the camp week.
- Upload photographs onto computers daily for editing, storage, and electronic transmission.
- Edit video and photography using Final Cut Pro and Photoshop software.
- Maintain and grow social media networks, ex: Facebook and Twitter.

Education:

Texas State University, San Marcos, TX

Master of Arts in Mass Communication

Concentration: Digital Media

July 2016 – December 2017

3.58 GPA

- International Research Conference for Graduate Students 2016 participant.
- Part of the SXTXState Project, an elite graduate project, which I attended, was the Webmaster, and provided journalistic coverage for SXSW Interactive Conference 2017.
 - Coverage can be found here: <http://sxtxstate.com/author/dylanlf/>
- Participated in study abroad program in London, England and Rome, Italy June 2017 focused on International Advertising and Travel Writing.
- Course work including: HTML, CSS, JavaScript, Agile, Media Ethics, Digital Media, Research Methods, Visual Communication.

Texas State University, San Marcos, TX

Bachelor of Arts in Mass Communication

Minor: Art and Design

August 2012 - May 2016

- Member of SPJ (Society of Professional Journalists)
- Member of WCA (Women Communicators of Austin)
- Course work including: PR Research, Theory of Mass Comm, Web Design and Publishing, Visual Communication, Media Law, Media Design, Writing for Mass Media.