

# Dylan Lochridge-Fletcher

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

C: 832.247.2256 [dylanlf16@gmail.com](mailto:dylanlf16@gmail.com)

## Experience:

### **Apple Inc., San Marcos, TX**

*At Home AppleCare 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 Assistant, August 2013-August 2017*

- Responsible for overseeing media equipment in large media-intensive teaching theatres.
- 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, Instagram and other electronic communication tools.

**Lutherhill Ministries, La Grange, TX**

*Media Coordinator, May 2012-August 2012*

*Media Coordinator, 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 and produce films and photography using Final Cut Pro and Photoshop.
- Maintain and grow social media networks of the camp on Facebook and Twitter and Instagram.

**Education:**

**Texas State University, San Marcos, TX**

*Master of Arts in Mass Communication, Concentration: Digital Media*

*August 2016 – Current*

*3.50 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/>
- Participated in study abroad program in London, England and Rome, Italy June 2017

**Texas State University, San Marcos, TX**

*Bachelor of Arts*

*Major: Mass Communication, Minor: Art and Design*

*August 2012 - May 2016*

*3.05 GPA*

- Member of SPJ (Society of Professional Journalists)
- Member of WCA (Women Communicators of Austin)
- Member of BWU (Black Women United)