

# Hannah R. Shink

Permanent Address: 7295 Village Square Drive, West Bloomfield, MI, 48322

(248) 328-5281 • [shinkhan@msu.edu](mailto:shinkhan@msu.edu) • [hshink@apple.com](mailto:hshink@apple.com)

Seeking opportunities that challenge the application of problem-solving skills to gain further experience in User Experience Research.

---

## EDUCATION

Michigan State University, *East Lansing, MI*

- Bachelor of Arts, Media and Information

Graduation: May 2018

GPA: 3.3095

---

## PROFESSIONAL EXPERIENCE

### User Experience Intern

January 2017 - Present

**Usability/Accessibility Research and Consulting Center**, *East Lansing, MI*

Work involves website reviews, usability evaluations, focus groups, and user experience training workshops to help clients improve the experience of their users, including those with disabilities.

### At Home Advisor

June 2016 – Present

**Apple Inc.**, *East Lansing, MI*

Over-the-phone support for iPhone, iPad, iPod Touch, Apple Watch, and iCloud Services and Account Security.

- Provide support for iCloud services, including Account Security for Apple ID issues.
- Experience identifying hardware and software interrelated issues.
- Participate in weekly training to apprise skill and understanding of existing and emerging issues.

### Service Desk Analyst

June 2015 – May 2016

**CareTech Solutions**, *Troy, MI*

Technical Support for hospitals and medical clientele nationwide.

- Worked on the service desk as support for Epic and technical troubleshooting for medical professionals at hospitals nationwide.
  - Effectively managed a high volume of inbound and outbound customer and client calls.
  - Accurately documented, researched, and resolved customer service issues.
- 

## INVOLVEMENT

- Volunteer at Kids Kicking Cancer
- MSU Club Tennis Member
- MSU CHAARG (Changing Health, Attitudes, + Actions to Recreate Girls) Member

May 2013 – April 2016

Fall 2015 – Fall 2016

Spring 2016 – Current

---

## SKILLS

- iOS (iPhone, iPad, iPod Touch)
- Watch OS (Apple Watch)
- iCloud Services & Account Security
- Epic (EMR)
- Customer Service