SABASTIAN HIGHTON

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SKILLS

Computer Repair, Excel, SQL, Python, Data Analysis, Customer Service, Creativity, Time Management

EXPERIENCE

Best Buy   Canton, GA
Geek Squad Consultation Agent   Sep 2024 - Present
- Awarded MVP contributing to both hardware and software repairs to save our customers valuable time
- Award-winning productivity across Best Buy locations in my region
- Generating a team-high revenue per hour for the store, selling memberships and services working 30+ hours a week
- Providing positive, timely service to customers during the check-in and checkout process

Dell (Contract), Lenovo (Contract)   Atlanta, GA
Computer Repair Field Technician   Jul 2024 - Oct 2024
- Certified Dell and Lenovo service provider as an onsite repair technician
- Providing excellent customer service during all points of the customer experience
- Providing timely and accurate hardware replacements including updating BIOS and drivers
- Handling the picking up and returning of parts for service

University of North Georgia   Dahlonega, GA
Research Assistant   May 2023 - Aug 2023
- Generated novel and useful data using Linux virtual machines, Python, JupyterLab, and supercomputers.
- Implemented and compared machine learning models on clean data documenting key metrics in Excel.
- Coordinated and engaged in meetings three times a week with a co-researcher and professor to align on project milestones and contributions, streamlining research processes.
- Enhanced project outcomes and productivity through collaborative team solutions and shared expertise.
- Continued to use skills gained in projects after the position closed.

EDUCATION

University of North Georgia   Dahlonega, GA
BS Computer Science   **GPA: 3.92/4.0**   **December 2023**
Summa Cum Laude

CERTIFICATIONS

- CompTIA A+ (In Progress)
- Apple Certified Repair Technician
- Dell Certified Repair Technician
- Lenovo Certified Repair Technician
- Preparing for Google Cloud Certification: Machine Learning Engineer