

# MAX

# GUTTMAN

## EDUCATION

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Macalester College  
St. Paul, MN  
2012-2016  
BA, Educational Studies  
BA, English/Creative Writing

## SKILLS

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- Strategic planning
- Dialogue facilitation
- Curriculum development
- Technical troubleshooting
- Public speaking
- Graphic and web design
- Video editing
- Photography
- Microsoft Office suite
- Apple iWork suite
- Adobe Photoshop
- Adobe InDesign

## CERTIFICATIONS

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- Licensed 5-12 English teacher in Massachusetts
- Apple Certified iPhone Technician
- Driver's license

## CONTACT

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maxguttman.com

31 Gay Head St, Apt 3  
Jamaica Plain, MA 02130

## EXPERIENCE

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### Technical Expert, Apple – Cambridge, MA

#### Aug 2017-Present

- Meet with customers on the Genius Bar to diagnose and resolve technical problems
- Created training to teach new technicians Apple's proprietary repair-management software
- Collaborate with management to create and facilitate team trainings
- Align, connect and empathize with customers to individualize each interaction
- Translate complex technical ideas into everyday terms
- Perform modular repairs on iPhone
- Provide feedback for development of peers and management

### Special Education Assistant, Avalon School – St. Paul, MN

#### Aug 2016-Jun 2017

- Worked directly with special education students (primarily ASD and EBD) in grades 6-12 to support their success in a full-inclusion, project-based learning school
- Collaborated with special education case managers and general education teachers to create solutions for students' needs
- Vote-bearing member of teacher cooperative
- Member of equity committee and facilitation cohort

### Instructor/Advisor, Exploration School, Inc. – Wellesley, MA

#### Jun 2013-Jul 2015

- Developed curriculum for and taught ELL- and disability-accessible courses on rock music, creativity challenges, and non-traditional percussion
- Founded and facilitated LGBTQ+ student group
- Advisor for small groups of students, facilitating group community and supporting individual students' social/emotional wellbeing
- Led staff and student musicians in creating weekly performances
- Mentored new staff

### Art Programming Intern, West Side Boys & Girls Club – St. Paul, MN

#### Jan 2014-May 2015

- Co-directed Camp CAMERA, a photography program for high school girls
- Coordinated and provided training for Camp CAMERA instructors
- Founded and facilitated LGBTQ+ teen group
- Created and led art room activities for elementary school students
- Designed online gallery to display student work