

ANDREW F. WALTON

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SKILLS

- Customer service experience in Apple retail stores, a high-traffic environment widely recognized for the best customer experience in the retail industry. Expert-level knowledge of Mac hardware and software, and troubleshooting for Mac computers, iPhones and iPods.
- More than ten years of experience writing under deadline pressure in a broad variety of styles and formats. Ability to deliver tight, accurate work on short deadlines. Strong knowledge of AP style and of journalism law and ethics.
- Ability to quickly gather, absorb and use complex historical, technical, scientific and medical information. Extensive experience with a broad range of research tools, including government resources, traditional libraries, and commercial services including LEXIS/NEXIS.
- Proficiency with a range of Mac and Windows software, including content management systems, HTML and CSS, desktop publishing, audio and photo editing and productivity applications.

EXPERIENCE

Receptionist, Decatur Cut Zoo

March 2010-

Greet customers and manage customer flow in a neighborhood hair salon. Answer phones, check out customers and perform daily and weekly bookkeeping.

Mac Specialist, Apple Store, Perimeter Mall

September 2008 - March 2010

Performed hardware and software assessment, sometimes eliminating the need for a support appointment. Trained users in group workshops and individual lessons. Assisted customers in selecting hardware, software and services to suit their needs. Frequently answered coworker's questions on Mac and iPhone hardware and software; was named the store's "master of apps" two consecutive years for knowledge of iPhone software.

Associate Producer, CNN.com

September 2001 - June 2006

Maintained world and U.S. section pages, selecting stories and writing creative and compelling headlines and story summaries. Researched and compiled background information to add depth and detail to CNN.com reports. Wrote news, analysis and features based on my own reporting and information from CNN correspondents. Helped define requirements for CNN.com's content management system. Trained new hires in newsroom procedures, ethics and standards. Maintained world and U.S. section pages, selecting stories and writing creative and compelling headlines and story summaries.

Writer/Reporter/Associate Editor, CNN.com documentary projects

July 1998 - January 2001

Researched historical topics, reported, wrote copy and prepared graphic and interactive elements for projects including the Peabody Award-winning *Cold War*. Original reporting included the nine-part *Route Cold War* series and articles for the *Millennium* documentary companion site.

Writer/Associate Producer/Webmaster, CNN.com

September 1995 - July 1998

Performed a broad variety of tasks in a fast-paced newsroom environment. Wrote features and spot news, selected and cropped photos, and prepared text for online presentation in HTML.

HONORS

Two George Foster Peabody Awards, one in 1998 for work on the *Cold War* documentary team and one in 2005 for CNN's coverage of Hurricane Katrina. Alfred I. duPont-Columbia Broadcast News Award for coverage of the Southeast Asian tsunami. Sigma Delta Chi award, Interactive Achievement Award and BAFTA award for *Cold War*. Ten awards for college journalism.

EDUCATION

Emory University

Atlanta, Georgia

Bachelor of Arts in political science, minor in philosophy. Served as staff writer, arts editor, and managing editor of *The Emory Wheel*, one of only three papers nationwide to win a Columbia Gold Crown Award in 1992. Lyndon Baines Johnson Congressional intern in Rep. Ben Jones' office, summer 2001.

Druid Hills High School

Atlanta, Georgia

AP course work in American history, American government and chemistry. Staff writer, senior writer and editor-in-chief of campus newspaper *The Spotlight*, ranked second in its class by the Georgia Scholastic Press Association.