

Amar Pjanic

Phone: 916-730-9821 | Email: ap2218@icloud.com

Highly motivated and reliable individual with a knack for great service. Driven to learn and eager to be a part of your team.

Employment

APPLECARE SUPPORT ADVISOR (Apple) - JANUARY 2017- APRIL 2019

- Assisted Apple customers with a wide range of hardware and software issues
- Used hardware, software, and network isolation techniques to locate the root cause of computer and mobile device issues
- Created new techniques to target and remove malware and adware from desktop and mobile devices
- Handled sensitive customer information following strict security procedures
- Effectively communicated technical language to clients of varying technical ability
- Assisted clients with creating and recovering backups
- Won the Apple excellence award in 2018 (Based on customer satisfaction ratings)
- Earned a 100% score in Apple Certification Academy

APPLECARE SENIOR ADVISOR (Apple) - APRIL 2019-February 2020

- Handled unresolved "Tier 2/3" level cases that were escalated from Apple Support
- Partnered with software engineering teams to release updates for emerging software issues within MacOS and iOS
- Handled between 15-35 complex technical support cases on a daily basis
- Researched and created troubleshooting methods to resolve business critical issues quickly and accurately
- Took ownership of ongoing customer commitments and followed through until issues were resolved
- Coached peers within my team every month to perfect skills and improve performance

- Made managerial decisions on behalf of Apple
- Exceeded expectations on performance reviews

IT/System Admin (Home Energy) February 2020-Present

- Provisioned new employee accounts in Office 365 and Active Directory
- Deployed and managed VMs (Microsoft/Hyper VM)
- Performed after-hour projects and updates to systems
- Managed company active directory with 100 users
- Used MDM to administer phones to employees, provision apps and track usage of devices
- Upgraded computer hardware on various machines (Macs, PC, Desktops, Servers and Laptops)
- Managed remote connections and VPNs on company network
- Installed and maintained professional office printers
- Assisted employees with technical issues remotely and in person
- Managed IT projects with third party vendors
- Managed company wireless account with 100 lines
- Maintained and upgraded network infrastructure and security

Education

Sheldon High School, Sacramento, CA - 2012-2016

Relevant courses completed while attending:

Visual Basic Programming
Web Design
Advanced Computer Technology
CIW Certified Network Technology Associate

Skills and Certifications

- Google IT Support Professional Certificate
- Experience with Virtual Machines and emulating software
- Wide skillset across all operating systems (Windows, Mac, iOS, Android, Chrome OS, Linux, Unraid, Windows Server)
- Strong understanding of Microsoft Office Products and OneDrive
- 3 years of experience building and maintaining NAS/Servers
- 7 years of experience building custom desktop computers
- 4 years of experience building custom water cooling systems for high performance desktop computers