

# Amar Pjanic

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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 - JANUARY 2017- APRIL 2019

- Provided technical support for all Apple products and services, including Microsoft Office and Windows products
- Implemented creative isolation techniques to locate the root cause of issues
- Earned a 100% score after a two month Apple training academy that covered all Apple hardware and software troubleshooting and repair
- Created techniques to target and remove malware and adware from desktop and mobile devices
- Handled sensitive customer information in a secure manner following strict security procedures
- Effectively communicated technical language to clients of varying technical ability
- Helped clients find devices and accessories that catered to their specific needs
- Assisted clients with creating and recovering backups
- Won the Apple excellence award in 2018 (Based on customer satisfaction ratings)

### APPLECARE SENIOR SUPPORT ADVISOR - APRIL 2019-February 2020

- Handled unresolved "Tier 2/3" level cases that were escalated from Apple Support
- Partnered with software engineering teams to fix complex or emerging software issues within new releases of 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 for issues that did not have a same day resolution and provided support until a resolution was found
- Coached peers within my team every month to perfect skills and improve performance
- Perfecting positioning difficult or unfavorable situations (eg. Data loss, Hardware failure)
- Made managerial decisions on behalf of Apple, such as appeasements and exceptions
- Exceeded expectations on performance reviews

### **IT Technician (Home Energy) February 2020-Present**

- Administered and maintained an enterprise level email application (Microsoft 365 Admin)
- Maintained and cleaned all company desktop and mobile computers to ensure proper function and performance
- Performed after-hour projects and updates to IT infrastructure
- Managed company active directory with almost 100 users
- Used MDM to administer phones to employees and track usage of devices
- Upgraded computer hardware on various machines (Mac, Windows, Desktop and Laptops)
- Set up remote desktop connections and a VPN allowing employees to work from home
- Installed and maintained professional office printers
- Provided technical support to employees on various platforms (Mac, Windows, iOS, Android)
- Conducted research and created SOWs for upcoming IT projects
- Managed company wireless account with over 100 lines
- Installed biometric Time Clock for tracking work hours
- Maintained network infrastructure (Modem, Switches, Access Points)

# 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

## **Other Skills and Experience**

-Hardware, software and network troubleshooting

-Experience diagnosing and repairing/replacing computer hardware

-Experience with all types of smart phones and tablets

-Strong 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 (Network-Attached Storage) devices

-7 years of experience building custom desktop computers

-4 years of experience building custom water cooling systems for high performance desktop computers