**SIMONE WILLIAMSON**

**EDUCATION**

* A.S. in Applied Science Heald College-Stockton - Roseville, CA - 2013
* Cisco Networking Academy – Sacramento City College – Sacramento, CA – Spring 2022

**SKILLS**

* Mac OS / iOS
* Mentoring
* Technical Support
* Android
* Microsoft Windows
* Network Support
* Operating Systems
* Active Directory
* LAN
* Help Desk

**WORK HISTORY**

**Apple Inc – Elk Grove, Ca – November 2015 to Present 2021**

**AppleCare Mentor**

As a Mentor, provided education and guidance for new job roles to new and current AppleCare employees and vendors. Adapting and understanding the employees job responsibilities is essential so I can be a resource of solutions for any technical and employer-based issues with my advisors. Setting and achieving advisor trainee goals by planning trainings and presentations. ◦ Daily problem-solving and adapting ◦ Effective communicator ◦ High time management ◦ Accomplished Goals

**AppleCare Senior Advisor Lead**

As a Senior Advisor effective communication, troubleshooting and educating my team, less experienced advisors and clients is a daily task. Being technically savvy, adaptable and goal oriented has led me to be in the top 1% of all AppleCare Senior Advisors for overall performance for the year 2020. Using my leadership by holding team meetings and making presentations has led me to improving my team efficacy and call time by an average of 11%. ◦ Highly effective troubleshooting and leading ◦ Strong communication skills ◦ Top metric performer ◦ Customer satisfaction oriented ◦ Advisor performance annual award

**AppleCare T1 Advisor – Wireless Multimedia, iOS, macOS**

A T1 advisor that gained technical support experience in three support groups. Because of my focus on customer satisfaction, advisor efficacy and metrics Top 5% of all T1 AppleCare advisors. Created presentations on best practices for customer satisfaction and troubleshooting improvement for team. ◦ Top performer ◦ Excellent customer service skills ◦ Team leader◦ Cross trained across departments