

## **DORA M. OROZCO**

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512-905-3496

### **PROFESSIONAL EXPERIENCE**

#### **Apple Inc. – Austin, TX**

*AppleCare Advisor*

##### **August 2017 – Present**

- Participated in battery program and calls were used by AM and TM to help other Advisors.
- Provide first level technical support to Apple Customers; create solutions to technical/application client problems and queries.
- Manage escalated issues, resolving where possible and routing to appropriate resource group as appropriate.
- Committed to providing the best care for customers.
- Help Apple maintain strong relationships with customers.
- Promoted to iOS Senior Advisor.
- Create and escalate tickets to engineering when all troubleshooting steps have been exhausted.
- Assisted Mentoring Team by being a mentor for iTunes, iOS and Mac+ classes.
- Received Apple Care Excellence Award in 2019.

#### **Apple, The Domain – Austin, TX**

*Technical Specialist*

##### **August 2014 – August 2017**

- Participated in offering all of Apple to customers by using concierge to set customers up with either same/next day appointments or setting up call or chat support with AppleCare.
- Mentored team members and helped with positioning all of Apple to customers; setting up phone calls with Apple Support, scheduling appointments and providing HT Articles.
- Trained and mentored new hires and provided feedback.
- Help new owners get started and current ones get quick, efficient support — developing strong, positive relationships with Apple.
- Take care of customers with advice or a solution on the spot, using knowledge of current Apple technology to help with AppleTV, Airport Express/Extreme, TimeCapsule, Beats, iOS, macOS & watchOS devices.
- Refer customers to support team members who get them up and running again.
- Help Apple maintain strong relationships with customers.

#### **Best Buy Mobile – Cedar Park, TX**

*Best Buy Mobile Sales Consultant*

*Certified Samsung Mobile/Tablet Expert*

##### **June 2012 – August 2014**

- Provide personalized service and exceptional expertise for customers.
- Handle all aspects of the sale including: customer purchases, and processing customer payments, cash and credit card/check transactions.
- Develop, maintain and communicate strong, up-to-date knowledge of wireless products, accessories, pricing plans and service features for Samsung and other devices.
- Engage customers using selling skills, to build complex, connected solutions in a fast-paced, dynamic environment.
- Use innovative training tools to stay current, confident and complete, driving profitable growth and achieving individual and department goals.
- Accumulate and apply the appropriate knowledge and expertise through continuous learning and self-development, enabling me to provide an excellent customer shopping experience.
- Maintain the department's merchandising and readiness to serve customers.
- Train new hires/transfers on selling skills and product knowledge
- Perform other duties as assigned.

#### **University of Texas at Austin**

*Student Associate – Cockrell School of Engineering – Student Affairs Office*

##### **August 2008 – September 2009**

- Provided Administrative support to the Senior Administrative Assistant, Assistant Dean and all the advisors.
- Answered general questions and degree questions for students
- Assisted in general office duties such as: answering telephones, making copies, running on campus errands, and other office duties as assigned.
- Provided assistance with annual events such as graduation, freshman orientation and various university events.
- Helped students who needed assistance with dropping/adding coursework.

#### AFFILIATIONS

**Interested Ladies of Lambda Theta Alpha, *Member***

**Longhorns Scholars Program, *Member***

**Pi Sigma Pi Engineering Minority Society (PSP), *Member***

**Society of Hispanic Professional Engineers (SHPE), *Member***

- Conference Attended: HENAAC

August 2010 – January 2011

August 2008 – May 2012

August 2008 – May 2011

August 2008 – May 2011

October 2009

#### EDUCATION

- Bachelor of Arts – Spanish
- Minor in Mathematics  
**The University of Texas at Austin, c/o 2014**
- Full Stack Developer  
**UT Austin BootCamp, June 2021**

#### LANGUAGE SKILLS

- English – Excellent: speaking, reading, writing
- Spanish – Excellent: speaking and reading. Good: writing