

# Dora Orozco

Austin, TX 78729 | Phone: (512) 905-3496 | Email: [dorozco2390@utexas.edu](mailto:dorozco2390@utexas.edu)

**LinkedIn:** <https://www.linkedin.com/in/dora-orozco-3632771b/>

**GitHub:** <https://github.com/Dora-O>

**Portfolio:** <https://dora-o.github.io/Portfolio.2/>

## Summary

Full Stack Developer with certification in progress at the University of Texas at Austin's Full Stack Development Bootcamp. Strong passion for problem solving and the ability to troubleshoot iOS, macOS, watchOS, and tvOS hardware and software. Looking to leverage complex problem solving skills and the ability to work effectively with diverse teams to drive organizational growth.

## Technical Skills

**Tools & Technologies:** JavaScript, Node.js, Express.js, Mongo DB, HTML, CSS, Bootstrap, MySQL, NoSQL, JQuery, Sequelize, Heroku, Git, GitHub

## Projects

### Avengers Unite

[https://manuelg139.github.io/Project\\_1/](https://manuelg139.github.io/Project_1/)

- An application that allows the user to create their own hero lineup with Marvel characters.
- Technologies & Languages Used: HTML, CSS, JavaScript, Bulma, and Marvel API

### Premiere Show

<https://hidden-reaches-62484.herokuapp.com>

- An application that allows a user to create a screening discussion board to share their personal projects with friends.
- Technologies & Languages Used: Node.js, Express.js, Handlebars.js, Sequelize and MySQL

### Weather Dashboard

<https://dora-o.github.io/Weather-Dashboard/>

- An application that allows the user to see the weather outlook for multiple cities so that they can plan accordingly.
- Technologies & Languages Used: HTML, CSS, JavaScript and Bootstrap

## Experience

### *AppleCare Advisor*

August 2017 – Present

### **Apple Inc. – Austin, TX**

- Participated in the 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.

### ***Technical Specialist***

August 2014 – August 2017

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

- 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.
- Helped new owners get started and current ones get quick, efficient support — developing strong, positive relationships with Apple.
- Took 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.
- Referred customers to support team members who get them up and running again.
- Helped Apple maintain strong relationships with customers.

### ***Best Buy Mobile Sales Consultant***

June 2012 – August 2014

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

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

### ***Student Associate***

August 2008 – September 2009

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

- Provided Administrative support to the Senior Administrative Assistant, Assistant Dean and all the advisors.

### **Education**

**Full Stack Developer Certificate:** The University of Texas; Austin, TX (In progress until June 2021)

**Bachelor of Arts in Spanish with minor in Mathematics:** The University of Texas; Austin, TX