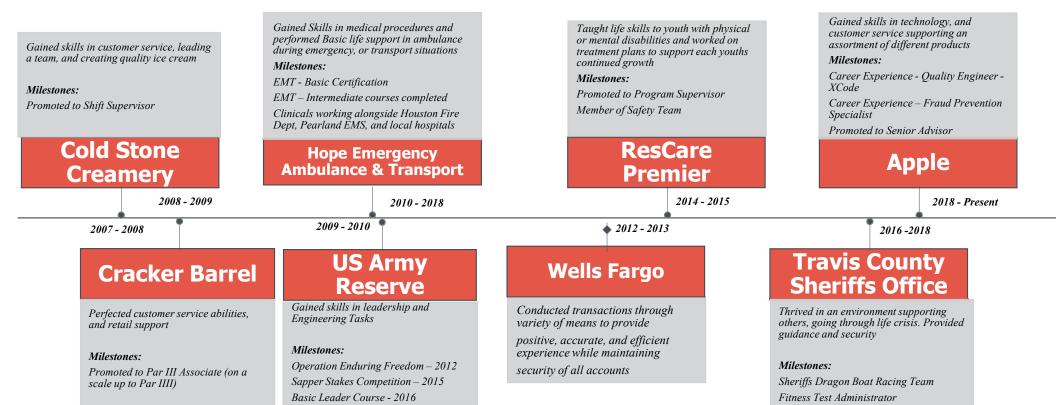
Work Experience Timeline

General Work Experience



Journey At Apple



AppleCare Mac+ Advisor

Gained Skills in troubleshooting issues related to MacOS, Apple Apps, Apple TVs, iTunes, Windows OS, and communicated between other Apple groups to resolve technical issues

Quality Engineer – XCode Rotation

Responsible for Device and Simulator Support for XCode High Level Tools QE. Conducted daily manual and automated testing on prerelease XCode's compatibility of iOS, watchOS, tvOS and macOS with devices and simulators. Tested the ability to build/run/debug by creating several apps daily using Objective C, Swift and SwiftUI applications

Attended Apple's Worldwide Developer conference representing Apple, meeting with developers and providing answers on questions regarding XCode Devices and Simulator Support

Collaborated with several senior engineers and developers at Apple regularly to develop new skills and gather guidance on developing new features for automation. Created several automation programs and scripts used internally

Technical Skills Acquired by role

AppleCare Advisor	Fraud Specialist	Quality Engineer	Texas State University	Self Taught
 Customer Service Isolating, and troubleshooting technical issues Soft Skills and Communication Teamwork by collaborating with several different Apple groups to reach a resolution Analytical Skills 	 Artificial Intelligence Data and Security Risk Detection Data Trends, and Analysis 	 Programming in Swift, Objective C, Python scripting Test Automation Manual Testing Bug Tracking and Reporting Software Development Regression Testing User Acceptance Testing Quality Standards Debugging Code Reviews Status Tracking – created internal website that displayed current prerelease versions status with links to follow each bug 	 Programming in C, C++, Java, Assembly Language GitHub, GIT Terminal, Command Line Databases, and Machine Learning 	 Programming in HTML Some experience with programming in C# Time management Skills Building and designing websites Attention to Detail Persistence Willingness to learn new technologies