

Erik Pantoja

Developer , IT Professional , Innovator

CAREER OBJECTIVE

Resourceful IT Supervisor consistently responding to a wide range of technical challenges with a focused and creative approach. Diligent, forward-thinking and adaptable to dynamic company, customer and project needs. Successful at motivating teams to meet demanding timelines.

PROFESSIONAL EXPERIENCE

November 2021–Present | Apple, Austin, TX

IT Supervisor

- Applied strong leadership talents and problem-solving skills to maintain team efficiency and organize workflows.
- Provided guidance and support to Technical Support advisors working on complex issues
- Took ownership over advanced issues, and bugs, and collaborated with Engineering and other apple support groups to resolve issues

Jan 2018–Nov 2021 | Apple, Austin TX

Mac+ Technical Advisor

- Supported, and provided guidance to customers of all backgrounds to resolve technical problems related to accounts, portable devices, connectivity, and general issues.
- Provided positive customer service, to any customers whom called apple by creating positive learning environment using creative and procedural problem solving.
- Maintained compliance by following all policies and guidance when interacting with any customers to protect account security, and build trust.
- Exceeded staff average of issue resolution by resolving 89% of issues presented to me, while also maintaining low escalation rate to higher level support of 8.68% by performing correct troubleshooting procedures to resolve problems.

Contact

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Website/Portfolio/Projects

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EDUCATION

Texas State University

San Marcos, TX

*Bachelor of Arts, Computer Science
(2018)*

*Bachelors of Science, Criminal Justice,
Forensic Psychology (2015)*

RELEVANT SKILLS

- Time Management
- Flexibility
- Technical writing
- Bug Tracking
- Data Analysis
- GIT
- Terminal
- Automation Testing
- Unit Testing
- Programming (C, C++, Python, Swift, HTML, CSS)
- Technical Troubleshooting
- Network Security
- Verbal and Written Communication
- User Support
- Performance Monitoring and Optimization
- Mobile Device Management
- Script Writing
- Testing and Quality Assurance
- Virtual Machine Operation
- Hardware Installation
- Slack

Jan 2021–Jul 2021 | Apple Austin, TX

Quality Engineer Rotation

- Responsible for Device and Simulator Support for Xcode High Level Tools QE. Conducted daily testing to test Xcode's compatibility of iOS, watchOS, tvOS and macOS with devices and simulators. Tested the ability to build/run and debug using Objective C, Swift and SwiftUI applications
- Executed test plan by running Core Test passes for new features using command line tool integrating. Ran Acceptance Test passes using test tracking software. Executed deep dive tests for Simulator.app and device/sim window in Xcode.
- Bug reporting via bug tracking software with careful attention to gathering all logs necessary. Collaborating with engineers, both within my org and cross-functionally to triage failures. Tracking status through my created spreadsheet that was used by my team and several engineering groups to see livability.
- Committed code changes to automated testing via XCTest to improve reliability of pre-release software versions

May 2019–Sep 2019 | Apple, Austin, TX

Fraud Specialist Rotation

- Worked with, gained experience working with financial institutions, businesses, education institutes, and individuals to protect customers accounts from fraudulent threats, and unauthorized transactions.
- Thrived in fast paced environment making quick impactful decisions on orders by keeping average handle time of each transaction less than 5 minutes, while still maintaining through research.

Jan 2014–Dec 2018 | ResCare, Maxwell, TX

Program Supervisor

- Led team of five to six team members in managing each youths program each day, including school, outside activities, events, and interactions in community.
- Collaborated with therapists, teachers, and directors to provide plans for each youth to support overall level of care.

Jan 2010–Jan 2018 | US Army, Austin, TX

Engineer

- Conducted operations overseas in Afghanistan working with contractors to teach partner military units how to use specialized equipment that US government was providing them.
- Attended military leadership schools, and led a team of soldiers to gain skills in leading others, supporting others, and learning the importance of teamwork

Jan 2012–Jan 2013 | Wells Fargo Pearland, TX

Teller

- Conducted transactions through variety of means to provide positive, accurate, and efficient experience while maintaining security of all accounts.
- Provided information on different types of potential accounts, loans, and interest rates to allow customers to make informed decisions on accounts.