History of **Erik**

Combat Engineer

2009-2010

US Army Reserve

- Gained skills in leadership and Engineering Tasks
- Operation Enduring Freedom – 2012
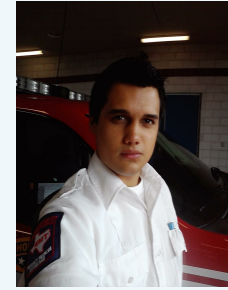- Sapper Stakes Competition – 2015
- Basic Leader Course - 2016

EMT - Medic

2010-2018

Hope Emergency Ambulance & Transport

- EMT - Basic Certification
- EMT – Intermediate courses completed
- Clinical's working alongside Houston Fire Dept, Pearland EMS, and local hospitals

Officer

2014-2015

Travis County Sheriffs Office

- Thrived in an environment supporting others, going through life crisis. Provided guidance and security
- Sheriffs Dragon Boat Racing Team
- Fitness Test Administrator

Supervisor

2016-2018

ResCare Premier

- Taught life skills to youth with physical or mental disabilities and worked on treatment plans to support each youths continued growth
- Promoted to Program Supervisor
- Member of Safety Team

Quality Engineer

2018 -

Roku TV

* Gained experience supporting the development cycle of new products, and maintaining quality products for consumers

IT Supervisor

2022 - Present

Apple

- Gained skills in technology, and customer service supporting an assortment of different products
- Career Experience - Quality Engineer - Xcode
- Career Experience – Fraud Prevention Specialist
- Promoted to Senior Advisor

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 pre-release 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