

Erik Pantoja

www.erikpantoja.com
(Links and Projects)

PROFESSIONAL EXPERIENCE

Apple Inc

Worldwide Mac+ technical Advisor

Jan 2018 - Present

- 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 a 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 the staff average of issue resolution by resolving 89% of the 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

Quality Engineer - Development Technologies (Xcode) - Career Experience

Jan 2021 - July 2021

- Responsible for Device and Simulator Support for Xcode High Level Tools QE. Conducted daily testing of Xcode to test compatibility of iOS, watchOS, tvOS and macOS with devices and simulators. Tested each builds abilities, by creating apps daily to test building/running/debugging using Objective C, Swift and SwiftUI applications. Maintained internal status page that provided results, in a clear, concise format, for several engineering groups
- Executed test plans 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 physical devices paired with Xcode
- Bug reporting via Internal Bug Tracking Software with careful attention to gathering all logs necessary. Collaborating with engineers, both within my org and cross-functionally to triage failures. Escalation of blocking issues via nominating for program review. Status was tracked through created spreadsheet that was used by my team, and several engineering groups, to see livability.
- Created automation tests in Swift, and submitted as PRs to Developer Tools Technologies. These automation tests, tested every simulator device, and translated results to display in results bundles. Created Python scripts that can automate restoring devices, skip set-up processes using command line tools, and Apple Configurator. Created several confluence pages with instructions and scripts attached, to share processes with other engineering groups

Fraud Specialist Career Experience

May 2019 - Aug 2019

- Completed training, supported, and individually investigated online orders for the Apple Online Store using Retail Contact Center processes, policies, and procedures
- 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 a fast paced environment making quick impactful decisions on orders by keeping average handle time of each transaction less then 5 minutes, while still maintaining through research
- Collaborated with fraud analysts when noticing trends of order behavior, to help improve and adapt detection methods

ResCare

Life Skills Educator / Supervisor

Jan 2014 - Dec 2018

- Provided guidance to special needs youth on daily living tasks with a goal of living as independently as possible
- Led a team of five to six team members in managing each youths program each day, including school, outside activities, events, and interactions in the community

- Collaborated with therapists, teachers, and directors to provide plans for each youth to support overall level of care
- Acted as a member of a safety team to meet, provided guidance, and suggestions on changes to the facility, to better provide for safety situations.

Wells Fargo

January 2012 - 2013

Teller

- Conducted transactions through a variety of means to provide a 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

United States Army Reserve

Combat Engineer

January 2010 - 2018

- Conducted operations overseas in Afghanistan working with contractors to teach partner military units how to use specialized equipment that the US government was providing them
- Conducted route clearance operations overseas clearing roads of land mines, and IEDs to provide for the safety of the local population, and other peer convoys

EDUCATION

Texas State University, 2018

Texas State University, 2015

Bachelor of Arts, Computer Science

Bachelor of Science, Criminal Justice

Minor: Forensic Psychology

SKILLS

Programming in C++, Java, C, Basic Objective-C, Terminal commands, GIT, BitBucket, Machine learning, Unit Testing, Interactive Design, UI/Automation testing, XC testing, Manual testing, Swift, Radar, Python

ACHIEVEMENTS

Army Commendation Metal

Army Achievement Metal

Research

Texas State independent Study
Developed Machine learning software using K-means, K-modes, and Pixel Quantization, and hosted presentation on results
Developed as part of a team, a TrainTrack Application, creating requirements, planning architecture, design, and testing using UML, sequence diagrams, and designing interfaces

Organizations / Hobbies

Apple Veterans Association
Amigos at Apple
Hispanic Business Society
San Marcos Dive Center - Scuba
Brazilian Jiu Jitsu