



Erik Pantoja

WorldWide Technical Advisor



Contact

Address

Austin, TX, 78756

Phone

832-216-5883

E-mail

erik.pantoja@live.com

WWW

erikpantoja.com

LinkedIn

<https://www.linkedin.com/in/erik-pantoja-547548167>



Skills

Communication

Time Management

Flexibility

XC Testing

Technical writing

Troubleshooting/Resolving issues

Bug Tracking

Data Analysis

GIT

Terminal

Automation Testing

Unit Testing



Professional Summary

Analytical Technical Advisor committed to providing the most reliable and understood resolution to technical issues. Manages multiple priorities effectively and maintains patience and composure during stressful situations. In-depth knowledge of troubleshooting procedures and practices.



Work History

2018-01 -
Current

Mac+ technical Advisor

Apple, Austin, TX

- 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.

2021-01 -
2021-07

Quality Engineer

Apple Inc, Development Technologies, Austin, TX

- 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

2019-05 -
2019-08

Fraud Specialist

Apple, Austin, TX

- 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 then 5 minutes, while still maintaining through research.

2014-01 -
2018-12

Life Skills Educator / Supervisor

ResCare, Maxwell, TX

- 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.

2010-01 -
2018-01

Combat Engineer

United States Army Reserve

- 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

2012-01 -
2013-01

Teller

Wells Fargo, Pearland, TX

- 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.



Education

2017-01 -
2018-07

Bachelor of Arts: Computer Science

Texas State University - San Marcos, TX

2014-01 -
2021-07

Bachelor of Science: Criminal Justice, Forensic Psychology

Texas State University - TX



Accomplishments

- Participated and met with developers representing Apple and answering questions as a Quality Engineer during Apples World Wide Developer Conference 2021
- Created automation testing program in swift to test an assortment of different devices, and providing results of the tests in a meaningful format