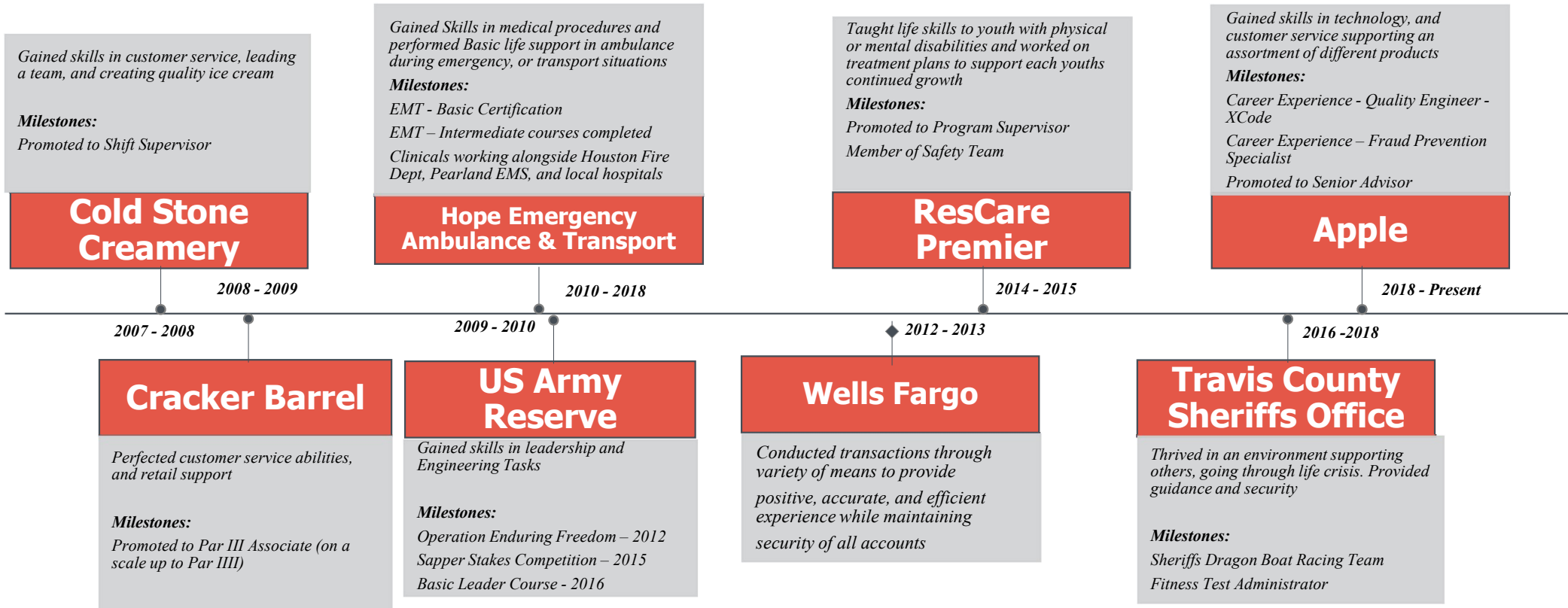
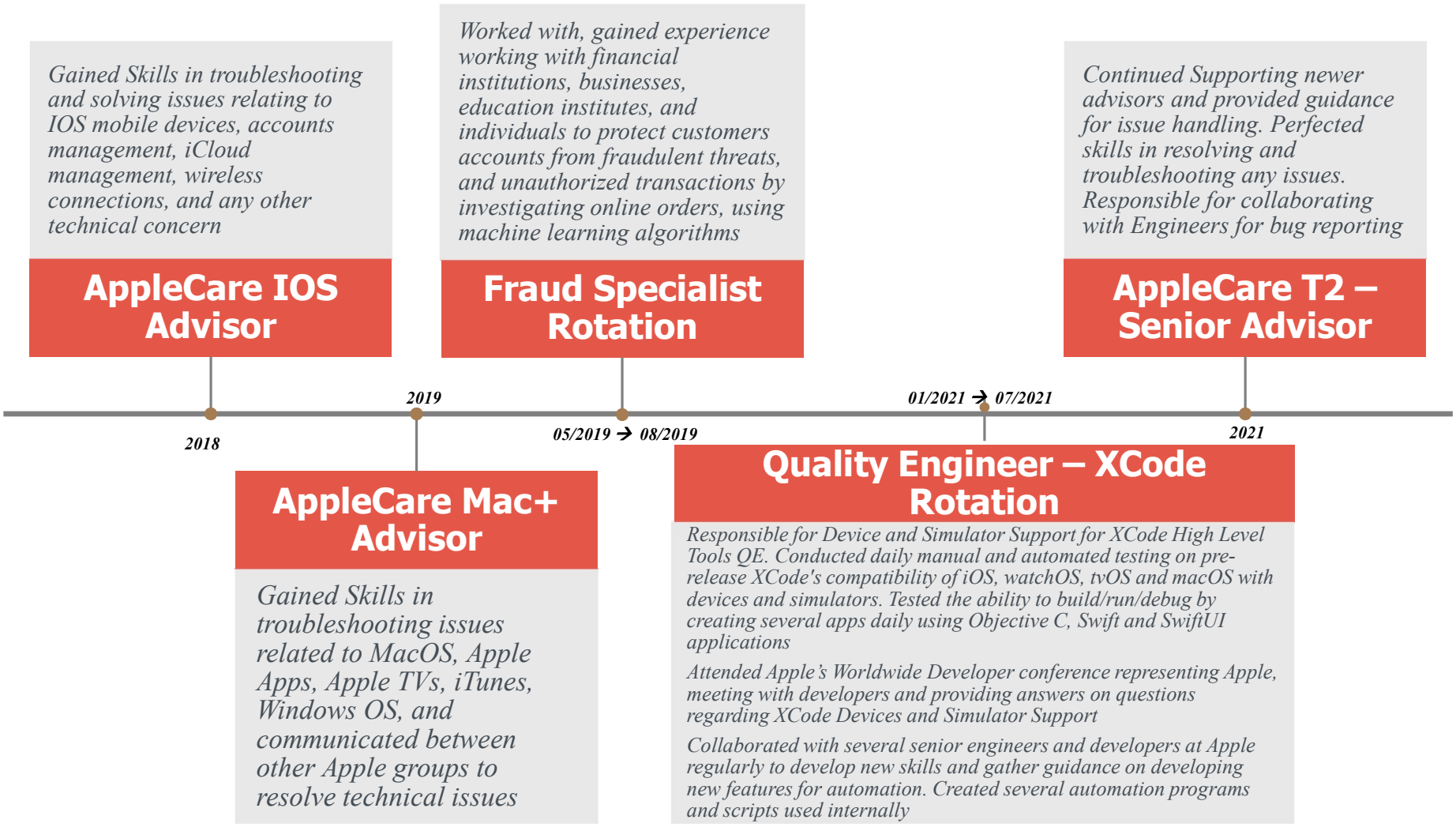
Work Experience Timeline

General Work Experience



Journey At Apple



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