

Apple Inc.

05/2015 - Present

Team Manager

- Holding organic conversations to gain insight into what drives individuals, causing introspect, translating into sustained growth, development, purpose to create meaningful immediate and long term actions.
- Analyzed performance using quality standards guidelines in addition to other internal tools to identify and coach to behaviors affecting the root cause of performance issues. Measurable results of up to 15% in several instances in just a month over month period. Other results shown sustained long term successes, at the team level and organization wide leading to many years of industry leading customer service within the technology space.
- Consistent top performer with multiple top 5% rankings, last 5 or more consecutive annual reviews with exceeding expectations categories.

Leadership Academy

- Participated in a two year developmental training designed to instill Apple's core values, culture and leadership attributes.

ML/AI Annotation / Customer Advocacy / Carpe Facto

- Provided input via labelling of sets of data in order to train machine learning for an increase in productivity for internal tools, resulting in improvement of the customer experience journey.
- High attention to detail, outputting a large volume while maintaining stringent focus on the overall data integrity.
- Identified opportunities and provided feedback on many processes to influence key progress on each topic.
- Lead meetings to deliver pertinent information, delegated tasks and guided colleagues to reach common goals

Technical Support Senior Advisor

- Well versed in rapid issue isolation, critical thinking, problem solving, demonstrated in the volume of cases handled with appropriate and high quality outcomes. Consistent high performer results shown in key performance indicators.
- Selected as a subject matter expert for organization, provided feedback and guidance to supervisors and managers.
- Mentored Advisors, identified opportunities and coached to positioning input. Results show sustained, measurable successes.

T-Mobile US, Inc.

09/2008 - 04/2015

Technical Support / Financial Risk Mitigation Supervisor

- Assisted in creating training documentation for call handling procedures, training, coaching and developing new hires into the risk mitigation department, impact showed measurable results of higher efficiency.
- Collaborated within manager team especially focused in deescalation and providing final review decisions.
- Provided feedback and suggestions in order to aid the development of new CRM software Quickview.
- Selected to join a specialized group tasked with finding creative solutions to develop a sustainable business relationship with clients under review. Effectively reduced overall cost to business significantly year over year

PRC, LLC

02/2006 - 08/2008

Verizon Wireless Data Support

- Internal help desk and lead supervisor team. Provided technical guidance on cases, processes and procedures.
- Coached, developed Advisors to clients quality expectations of soft and technical skills.

Education

Meta Front End Developer Certificate Coursera

In Progress

HTML, CSS, Javascript, Version Control certificates earned, enrolled in React course

Pikes Peak Community College

08/2021 - Present

Colorado Springs, CO

Associate of Science, Computer Science, in progress

Cornell University

06/2022

Web Design and Development Certificate

Denver Automotive and Diesel College

08/2004 - 2005

Denver, CO

Studies of mechanical and electrical automotive systems, diagnosis and repair, business principles

Skills: Leadership, Time Management, Multitasking, Problem Solving, Microsoft Office, Pages, Keynote, Webex Meetings, Wave, SAP, Insights, CSS, HTML, GitHub, JavaScript (beginner), Python (beginner), bootstrap