Caleb Fleming

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About Me

Experienced technical support specialist and systems thinker with 5+ years of progressive leadership across Apple's most sensitive support teams. Known for delivering calm, consistent resolution in high-pressure environments while mentoring peers, standardizing procedures, and coordinating with engineering to close critical gaps. Through K-P Tech Support, I extend enterprise-grade service to individuals and small businesses, blending empathy with operational excellence. Seeking impactful roles at the intersection of technical support, communication, and scalable systems. View full career history, project highlights, and testimonials at bio.K-PTech.com.

Experience

AppleCare Support // KellyConnect

SENIOR SUPPORT SPECIALIST, MAY 2020 - PRESENT

Progressively promoted across AppleCare's highest-sensitivity support domains over five years, culminating in a lead-level specialist role trusted to handle critical escalations and advisor consultations across technical, creative, financial, safety, and accessibility teams.

- Delivered advanced troubleshooting and real-time peer guidance across iOS, macOS, watchOS, visionOS, tvOS, HomeKit, multimedia, and creative platforms
- Spearheaded live mentorship efforts for new and newly promoted advisors, including shadowing, coaching, and evaluation feedback
- Designed annotated training materials and onboarding call examples used in department-level curriculum
- Supported sensitive cases involving safety, litigation risk, fraud, and account access, balancing legal compliance with customer advocacy
- Authorized service exceptions and resolution paths across all departments with the highest level of financial and operational discretion
- Provided accessibility-focused support using Apple's assistive technologies including VoiceOver, AssistiveTouch, and Switch Control
- Initiated engineering escalations and coordinated multi-department workflows for critical service-impacting issues

Education

Bachelor of Business in Healthcare Administration – University of Pikeville, Graduated 2019

Skills

TECHNICAL SUPPORT & ENDPOINT MANAGEMENT
- Advanced troubleshooting across macOS, iOS, iPadOS, tvOS, and peripheral devices
- Experience supporting desktops, laptops, printers, wireless equipment, and smart home tech
- Remote support via Bomgar, SafeView, and virtual session management
- Familiarity with endpoint provisioning, system re-imaging, and device lifecycle support
- Deep understanding of Apple ecosystem integration in BYOD and campus environments

HELP DESK OPERATIONS & LEADERSHIP
- Senior-tier case escalation and ticket lifecycle ownership
- Peer mentorship, live call coaching, and performance improvement support
- Workflow triage, priority escalation, and issue resolution forecasting
- Familiar with help desk platforms by apple equivalent
- Technical documentation creation and internal knowledge base contributions
- Cross-functional collaboration with engineering, legal, and compliance teams

CUSTOMER SERVICE & TEAM COMMUNICATION
- High-EQ conflict de-escalation, with empathy-first resolution skills
- Skilled in communicating technical solutions to users of all proficiency levels
- Conducted onboarding, informal training, and live troubleshooting walkthroughs
- Participated in regular team meetings, procedural updates, and policy rollouts

COMPLIANCE, SECURITY & SAFETY AWARENESS
- Familiar with privacy-sensitive workflows involving legal, billing, and fraud concerns
- Responsible for managing high-discretion financial appeasements and repair exceptions
- Experience supporting accessibility use cases with inclusive technology solutions
- Strong documentation practices aligned with audit-readiness and escalation reviews