



Caleb Fleming

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About Me

Over five years of progressive experience supporting and leading technical support operations across hardware, software, media services, and accessibility. Frequently consulted by junior and senior staff for real-time issue resolution, knowledge sharing, and policy compliance. Seeking to bring Apple-honed expertise in troubleshooting, user support, and escalation management to a dynamic IT support leadership role.

Experience

AppleCare Support (May 2020 - Present)

IOS JUNIOR TECHNICAL SUPPORT ADVISOR – JUNE 2020

- Delivered first-line support for iPhone, iPad, and Apple Watch customers, specializing in account recovery, forgotten device passcodes, and basic usability guidance
- Provided real-time remote support using SafeView, with a focus on empathetic instruction and first-call resolution
- Participated in weekly team roundtables and foundational training sessions under the mentorship of senior advisors
- Contributed to a collaborative, knowledge-sharing environment, supporting peers while building core troubleshooting skills

MACOS JUNIOR TECHNICAL SUPPORT ADVISOR – DECEMBER 2020

- Expanded scope of support to include Mac systems and peripherals, with training on Apple's Bomgar remote access tool
- Balanced support across all platforms (iOS, iPadOS, watchOS, macOS) while continuing to resolve passcode, account, and setup issues
- Developed knowledge in macOS-specific diagnostics, system utilities, and hardware workflows
- Attended platform-specific training sessions to elevate resolution quality and reduce escalation rates

SENIOR IOS TECHNICAL SUPPORT ADVISOR – JUNE 2021

- Promoted to handle advanced technical escalations and unexpected iOS software behaviors
- Acted as an escalation point for junior advisors, providing live call consultations and procedural coaching
- Initiated engineering tickets and coordinated device repair exceptions with discretionary authority up to \$300 per customer
- Maintained service consistency across incoming calls and peer consultations while balancing customer care with internal leadership

SENIOR MACOS TECHNICAL SUPPORT ADVISOR – DECEMBER 2021

- Led advanced troubleshooting for macOS hardware and software issues, including system-level errors, logic board failures, and recovery workflows
- Supported junior advisors via peer escalations and consultative support, with increasing emphasis on knowledge transfer
- Applied judgment to issue resolution involving elevated engineering intervention and repair eligibility exceptions
- Expanded discretion limit to \$500 per customer, handling goodwill credits and replacement approvals autonomously

SENIOR WIRELESS MULTIMEDIA TECHNICAL SUPPORT ADVISOR – MAY 2022

- Transitioned into advanced support for Apple TV, HomePod, HomeKit, and AirPort devices without junior-level ramp-up
- Diagnosed network and streaming issues, smart home automation failures, and ecosystem integration errors across multimedia devices
- Balanced live consultations with direct senior escalations, while adapting to more technical team meetings and compressed training cycles
- Maintained expert-level resolution across all prior platforms while increasing service versatility

CREATIVE MEDIA TECHNICAL SUPPORT ADVISOR – OCTOBER 2022

- Provided specialized guidance on Apple's creative applications, including iMovie, GarageBand, Photos, Pages, and Keynote
- Troubleshoot issues related to media editing, iCloud syncing, and project compatibility across Apple's creative suite
- Participated in deep-dive team meetings focused on engineering-level symptom tracking and app-specific failure patterns
- Continued supporting iOS/macOS/multimedia tickets, now integrating creative media workflows into support solutions

SENIOR CREATIVE MEDIA TECHNICAL SUPPORT ADVISOR – MARCH 2023

- Delivered senior-tier troubleshooting and engineering escalations for creative media products and services
- Authorized appeasements and exceptions up to \$1,000 per customer interaction for issues involving lost data or production impact
- Handled complex app crashes, syncing inconsistencies, and iCloud storage anomalies affecting media projects
- Provided top-tier mentorship for advisors supporting creative apps across multiple Apple platforms

SENIOR MEDIA SERVICES (BILLING & FRAUD) TECHNICAL SUPPORT ADVISOR – JUNE 2023

- Assumed senior-level responsibilities for financial and fraud-related Apple services, including billing disputes, unauthorized charges, and gift card redemption issues
- Executed SSL-based engineering escalations for critical payment failures, locked accounts, or identity-related concerns

- Exercised high-value discretion for appeasements and customer-impact remediation up to \$5,000 per case, per guidelines
- Underwent extensive compliance training and contributed to lengthy policy-driven team debriefings on billing and legal escalation procedures

SENIOR SAFETY SUPPORT ADVISOR – JANUARY 2024

- Specialized in safety-related customer support cases involving injury, property damage, or potential litigation
- Conducted sensitive device evaluations and escalations to product safety, legal, or executive-level teams when applicable
- Balanced legal protocol adherence with customer advocacy in complex and urgent scenarios
- Continued senior-level escalations across prior departments while applying meticulous attention to safety reporting and ownership disputes

SENIOR SUPPORT SPECIALIST (MULTI-DEPARTMENT LEAD) – FEBRUARY 2025

- Final promotion to lead-level support role spanning all major AppleCare domains, including newly added Accessibility support
- Manage high-volume advisor consultations, providing real-time assistance across technical, creative, billing, safety, and accessibility cases
- Deliver white-glove support for customers with vision, hearing, or mobility needs, utilizing AssistiveTouch, VoiceOver, and Switch Control tools
- Operate with unrestricted financial authority and engineer direct access for all escalations, reflecting complete trust from leadership in judgment and expertise
- Serve as the escalation endpoint for all support tiers beneath senior level across the company's customer service model

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 reimaging, 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