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OBJECTIVE

To obtain a position where I'm able to use my expertise in coding.

SKILLS

- ▶ Strong written and verbal communication skills in Spanish and English
- ▶ Able to establish and improve clients needs for best outcome
- ▶ Extensive experience with MacOS and Windows products, iOS devices and Network knowledge
- ▶ Able to handle distressed clientele with a calm and sophisticated manner
- ▶ 15+ Years of experience providing technical support and customer service
- ▶ Excellent in time management

EXPERIENCE

Apple Pay — March 2018 - Present

- ▶ Assisted customers with Apple Pay and Apple Pay Cash
- ▶ Educated customers on benefits of Apple Pay and Apple Pay Cash
- ▶ Gave information to Apple Engineers regarding Apple Pay and Apple Cash issues and errors

Commitments Team Backfill — June 2017 - October 2017

- ▶ Confirm commitments were completed on a timely matter for all Tier 2 Spanish Advisors
- ▶ Responsible for 50+ advisors
- ▶ Reviewed Emails and Voicemails for all Tier 2 Spanish Advisors to uphold our promise kept policy
- ▶ Created daily spreadsheets in Excel to demonstrate all information about the days commitments from all Tier 2 Spanish Advisors

Tier 2 Technical Support, Apple Inc. — 2015 - 2018

- ▶ Help Apple's customers effectively resolve complex macOS/iOS software and hardware issues
- ▶ Escalated trending Apple hardware and software issues reported by customers to engineering and development team
- ▶ Convert customers needs into resolutions in order to increase customer satisfaction, retention, and loyalty
- ▶ Support in all Apple made hardware and software (Mac, macOS, iPhone, iOS, iApps, WMM)

- ▶ Used SAPGUI to look up devices in order to help them get identified

Tier 1 Technical Support, Apple Inc. — 2015 - 2015

- ▶ Lead in customer service satisfaction and issue resolution, constantly ranked among the top advisors in the role
- ▶ Resolved issues for problems with software and hardware by analytical thinking.
- ▶ Successfully promoted to Tier 2

Teller, WellsFargo — 2014 - 2014

- ▶ Responsible for bank transactions, administrate funds and balances while providing bank services with professionalism

Waiter, Polvos Bar and Grill — 2006-2014

- ▶ Responsible for customer satisfaction and food orders in a fast pace work environment, while showing calm and maintaining a smile

EDUCATION

- ▶ Austin community College - Basic curriculum courses
- ▶ Jarvis Christian College - Basic curriculum courses

Crockett Austin Texas Graduate, Class 2010

- ▶ Graduated with college credit while taking honor classes, accepted to multiple universities

REFERENCES UPON REQUEST*