

Rolans Apinis

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EXPERIENCE

Technical Expert, Apple; Aventura, Florida — 2018 - Present

Technical Expert at the flagship Apple Aventura, entrusted with providing relevant solutions to Apple customers by educating, performing troubleshooting and hardware repairs on mobile devices.

- Performed troubleshooting and hardware repairs on mobile devices
- Used critical thinking to resolve technical issues timely and effectively to assure customer satisfaction
- Mentored new and current technicians on procedures and technical knowledge
- Kept detailed case notes on all customer issues and actions taken to resolve them

Technical Specialist, Apple; Aventura, Florida — 2016 - 2018

Technical Specialist at Apple Aventura, entrusted with offering technical support to iOS, watchOS and tvOS mobile devices, to repair customers faith in the brand.

- Used software tools to diagnose hardware and software issues on mobile devices
- Referenced technical documents to help debug an issue
- Maintained composure when dealing with customer service issues
- Worked with other Apple departments to offer solutions to customer issues

Sales Specialist, Apple; Aventura, Florida — 2014 - 2016

Sales Specialist at Apple Aventura, entrusted with providing an amazing customer experience by helping customers link their needs to the functionality of Apple devices.

- Consulted with customers to find best solution for their needs and grow the customers love of the brand
- Leveraged strong communication and social skills to provide a great shopping experience

EDUCATION

Florida International University, Miami, Florida - Bachelors in Computer Science

Academic Honors: Cum Laude, Dean's List (3 semesters)

Relevant Coursework:

- Programing in Java, Data Structures, Operating System Basics, Introduction to Database Management, Software Engineering 1 & 2, Software Testing, Programing Languages Mobile iOS Application Development, Senior Project, Computer Graphics, Net Centric Computing

Broward Community Collage, Davie, Florida - Associate in Arts

SKILLS

Technical Tools

- Python, Swift, Java, SQL, C, NetBeans, Eclipse, Xcode, Visual Studio Code, MySQL, Windows, Unix, GitHub, HTML, Agile(Scrum), IBM Rational Functional Tester, JUnit

Soft Skills

- Strong people skills and ability to complete tasks as a member of a team
- Strong time management skills
- Proficient in providing understandable explanations to complex technical issues
- Aptitude for acquiring skills in the technical field
- Fluent in English, Russian, Latvian

OTHER RELEVANT EXPERIENCE

Apple Certified iOS Technician (ACiT)