Richard Goldman

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Experiences

Test Lead, Finance Business Process Reengineering

at home, January to May 2024

- Managed five projects through successful, on-time User Acceptance Tests. Developed Test Plans, oversaw creation of Test Suites, conducted planning and schedule review meetings via Webex.
- Worked cross functionally with teams in Finance, Retail Systems, Online Store and Media Services to coordinate testing.
- Worked closely with IS&T to monitor and resolve Radars filed by end-users
- Developed documentation of tasks required to initiate, monitor and complete UAT projects. These detailed how-to guides covered setup in Apple Directory, Slack, Radar, Mozaic, Wrike and Caliber.

Instructor, Today at Apple

in-store, April to September 2023

- Delivered dynamic presentations to a diverse customer audience providing surprise and delight as they discovered new and useful features.
- Improved Sessions Delivered by pursuing opportunities among customers awaiting service resulting in top tier results in our Market Team.

Operations Specialist

in-store, January to March 2023

- Mastered the elements of Inventory operations including receiving, pickups and returns.
- Took the initiative to resolve issues in the daily cycle counts that interfered with critical tasks.

Voice Specialist, Retail Flex Pilot

at home, August to December 2021

- Employed a tailored approach to customer sales that emphasized understanding needs resulting in superior metrics for sales closed and NPS.

Retail Subject Matter Expert, RCC

at home, July 2020 to June 2021

- Developed workflows, procedures and methods to enable a diverse team of specialists to adapt to challenging circumstances in a work-from-home environment without precedent at Apple.
- Supported team members via Slack and Webex guiding them through the resolution of complex customer service issues.
- Developed numerous documents to educate specialists about methods and procedures.
- Achieved 100% NPS

Employment

Apple, Inc

Creative, Apple Shadyside

December 2024 to Present

- Teach Today at Apple classes covering Apple hardware and software to groups of customers.
- Achieved market-leading results in sessions delivered and average attendees by motivating teammates and seeking opportunities among customers awaiting service in the store.
- Utilize my deep understanding of Apple software and hardware to support customers both in Genius Bar and Product Zone.

Product Specialist, Apple Shadyside

January 2017 to December 2024
August 2013 to September 2014

Tech Specialist, Apple Shadyside

September 2014 to January 2017

- Conceived and implemented a Five Minute Feature segment for our store morning meeting allowing teammates to share features they loved aimed at improving shown-a-feature scores by customers.
- Delivered consistently excellent service to retail customers as measured by superior NPS metrics
- Expanded Apple ownership by demonstrating device features & benefits and matching customer needs to specific hardware & software.
- I received Exceeds Expectations ratings for multiple periods based on exceptional customer service and support of my teammates.

Mystery Lovers Bookshop

Owner

October 1990 to July 2012

- Founded and operated the third largest bookshop specializing in crime and mystery fiction.
- Received a Raven Award from the Mystery Writers of America as Bookseller of the Year.
- Designed and developed the sales and inventory systems providing unique features including customer rewards and bibliographic data.
- Designed and launched an e-commerce website, a first for a mystery bookstore, that eventually supported 40% of the store's sales.
- Wrote and edited a 16 page, bi-monthly store newsletter using Adobe Photoshop and InDesign.
- Regularly taught adult education courses in mystery fiction that always had a waiting list.

Experiences, continued

Junior QA Engineer, Apple Maps Client
Santa Clara, Jan. to June 2020
- Consistently exceeded targets for execution of test plans
- Took initiative to revise several test suites for consistency with iOS 14 features
- Ensured the quality of released software by documenting bugs and following up on fixes via Radar and other tools
- Produced documentation for a testing tool using Quip.

Skills
- Web Development using Gemini and Claude Code, see revuzeit.com for an example
- Python 3
- Jupyter Notebooks
- Wrike project management software
- Mozaic, the Finance project approval app
- Caliber, a Finance UAT status reporting tool
- Pages, Numbers, Keynote
- Retail tools: EasyPay, Mobile Genius, Concierge, Prism, Toolbox
- Radar, including test suites and import
- Webex, Slack, Quip
- Chorus
- HTML, CSS, some Javascript

Education
edX, 2013
- Computer Science 101, Stanford University, online lecture plus labs, learned Java.

Coursera, 2023
- Basics of Web Development & Coding, University of Michigan, completed 5 course certificate.
- Foundations of UX Design, Google, completed 2 of 7 course.

Coursera, 2024
- Python 3 Programming, University of Michigan, completed 5 course certificate.
- Python for Data Science, AI & Development, IBM Skills Network.

Coursera, 2025
- Introduction to Scripting in Python, Rice University

Berlitz School of Languages, 2022
- Italian Level 1 and 2

Berlitz School of Languages, 2025
- Spanish Level 1