

# Richard Goldman

412-551-0207  
rgoldman@apple.com or richardgoldman@me.com

## 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

- 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 courses, ongoing.

Coursera, 2024

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

Berlitz School of Languages, 2022

- Italian Level 1 and 2

Berlitz School of Languages, 2025

- Spanish Level 1