Aaron Yacher

770-355-1761 - aaronyacher@gmail.com
www.linkedin.com/in/aaron-yacher
https://github.com/aalink

WORK EXPERIENCE

Apple: July 2012 - present
Genius, Apple; Alpharetta, Georgia — July 2015-Present
Provide hands-on technical support to Apple customers in need, offering solutions to quickly get users up and running again.
• Provide mentorship, knowledge, and training to peers and aspiring technicians to help improve the customer experience.
• Hardware repair and software troubleshooting skills for all Apple products.

Remote Apple Internship with Sensing and Connectivity: Location QE: Alpharetta, Georgia — July 2020 - November 2020 & December 2020 - March 2021
Location based data collection and data processing for E911(emergency location and safety systems) as well as field testing for Do Not Disturb while Driving(DNDwD), Do Disturb while Riding(DDR), CarPlay, Find My Car(FMC).
• Surveyed candidate data collection sites to determine suitable data collection and testing opportunities.
• Post processed collected data using provided software tools.
• Reviewed data sets with QE DRIs to understand issues with collected data.
• Created documentation using Quip to provide a central workspace for collaboration on test data.
• Performed drive tests to confirm the appropriate activation and deactivation of DNDwD and DDR as expected.
• Examined location accuracy and activation of FMC.
• Verified the proper functioning of CarPlay in both wired and wireless configurations.
• Filed bugs and documented results of testing suites.
• Executed automated test suites.
• Improved test case instructions for future testers.

Apple Internship with Interactive Media Group: Software QA Engineer: Cupertino, California/United States — January 2018 - July 2018
Carried out QA responsibilities for iOS, macOS, watchOS, and tvOS on multiple hardware configurations.
• Regression testing on daily builds and roots.
• Partnered with developers and teammates to add and edit test cases based on changes and new features added during the development process.
• Worked with team to add additional testing hardware, resulting in quicker test case completion.
• Sent daily reports on the passing or fail status of test cases.
• Filed bugs and regressions.

Family Room Specialist July 2012-July 2015
• Quickly diagnosed product issues on the spot to determine whether repairs can be done or a replacement is needed.
• Developed time management and multitasking skills to work with several customers simultaneously.

Author and Illustrator
• Shiny: The Shooting Star that Couldn't Make Up it's Mind (Amazon Link)

SKILLS AND INTERESTS

• **Certifications:** ACMT(Apple Certified Mac Technician), ACIT(Apple Certified iOS Technician), ASF(Apple Service Fundamentals)
• **Programming:** JavaScript, HTML, CSS, Bootstrap, Python - **https://github.com/aalink**
• **Applications:** Terminal, VS Code, GIT, Web Browser Developer Tools, PyCharm CE, Blender, Pixologic ZBrush

EDUCATION

Georgia Tech Coding Boot Camp - February 2022 - Present
Find out more at the following link: https://bootcamp.pe.gatech.edu/coding/
Art Institute of Atlanta, Atlanta, Georgia/United States, Bachelor's in Fine Arts - Media Arts and Animation