

# Armaan Vakharia (he/him)

armaan.vakharia@gmail.com | Austin, Texas, USA | armaanv.com

## Professional Experience

<b>Apple, Inc.</b>	Remote
<i>iOS Technical Support Advisor</i>	June 2022 – June 2023
<ul style="list-style-type: none"><li>Delivered exceptional technical support for Apple's suite of mobile devices, earning a 97% customer satisfaction rating.</li><li>Managed high-volume call environments, skillfully addressing over 350 customer issues per quarter.</li><li>Documented interactions with detail and accuracy, providing valuable data for product improvement initiatives.</li></ul>	
<b>Starbucks Coffee Co.</b>	Austin, TX & Manalapan, NJ
<i>Barista &amp; Trainer</i>	August 2020 – July 2022
<ul style="list-style-type: none"><li>Ensured high-quality service across multiple customer touchpoints in a fast-paced retail environment</li><li>Conducted comprehensive training for new staff, contributing to a cohesive and efficient store operation.</li><li>Upheld Starbucks' standards for cleanliness and presentation in customer-facing and preparation areas.</li></ul>	
<b>NewDay USA</b>	Fulton, MD
<i>Intranet Development Intern</i>	June 2020 – July 2020
<ul style="list-style-type: none"><li>Led the development of a new intranet portal, improving internal communication for over 600 employees.</li><li>Orchestrated department-specific training sessions, enhancing the company's content management capabilities.</li><li>Designed and implemented custom web elements tailored to departmental needs, utilizing HTML and CSS.</li></ul>	

## Education

<b>University of Texas at Austin</b>	Austin, TX
<i>B.S., Electrical and Computer Engineering</i>	Expected May 2025
<b>Relevant Coursework:</b> Circuit Theory, Linear Systems & Signals, Embedded Systems, Software Design & Implementation, Algorithms	

## Projects & Involvement

<b>Cog*Works: Autonomous Cognitive Assistant</b>	Remote
<i>MIT Beaver Works</i>	Summer 2020
Spearheaded the development of an ML-based mask detection algorithm with 93% accuracy using PyTorch.	
<b>Eagle Scout</b>	Manalapan, NJ
<i>Scouts BSA, Troop 157</i>	Earned April 2019
Achieved the prestigious Eagle Scout rank; led numerous service projects, honing leadership and project management skills.	

## Skills

**Coding Languages:** Python, Java, C, C++, C#, Swift, HTML/CSS

**Soft Skills:** Customer Service, Technical Troubleshooting, Effective Communication, Training, Leadership