

Armaan Vakharia (he/him)

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Professional Experience

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

Education

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

Projects & Involvement

Cog*Works: Autonomous Cognitive Assistant	Remote
<i>MIT Beaver Works</i>	Summer 2020
Spearheaded the development of an ML-based mask detection algorithm with 93% accuracy using PyTorch.	
Eagle Scout	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