

# ARMAAN VAKHARIA he/him

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## PROFESSIONAL EXPERIENCE

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**Apple Inc.** June 2022 – June 2023  
iOS Technical Support Advisor Remote

- Provided customer-facing technical support to troubleshoot Apple's lines of mobile devices, including iPhones, iPads, Apple Watches, and associated accessories.
- Achieved 97% customer satisfaction for Q1FY23 with 350+ calls handled, among all levels of customer knowledge.
- Took detailed case notes and logged cases accurately while on calls, generating reliable analytics for use by engineering teams.

**Starbucks Coffee Co.** August 2020 – July 2022  
Barista & Trainer Manalapan, NJ

- Delivered friendly, efficient service to 300+ customers daily, through several channels including drive through, in-café, and delivery services.
- Trained 5+ new employees on various stations around the store, including the coffee bar, register, and back-of-house duties.
- Maintained a clean, professional appearance and work/dining area for customers and coworkers.

**NewDay USA** June 2020 – July 2020  
Intranet Development Intern Fulton, MD

- Prototyped and developed an Intranet website for 600+ employees using SharePoint Online
- Utilized strong communication skills to spearhead adoption and training for content managers across 15+ departments.
- Scripted fully custom page elements using HTML and CSS for each department for easier implementation.

## EDUCATION

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**Electrical and Computer Engineering (B.S.)** Expected May 2025  
University of Texas at Austin Austin, TX

Relevant Coursework:

Introduction to Electrical Engineering, Introduction Computing, Introduction to Embedded Systems, Circuit Theory, Linear Systems & Signals, Software Design & Implementation

## PROJECTS & INVOLVEMENT

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**Autonomous Cognitive Assistant (Cog\*Works)** Summer 2020  
MIT Beaver Works Remote

As a capstone project, developed a machine learning (ML) mask detection algorithm for pictures and videos, achieving 93% testing accuracy, using the PyTorch ML library.

**Eagle Scout** Earned April 2019  
Scouts BSA, Troop 157 Manalapan, NJ

Earned Eagle Scout rank, highest rank in Boy Scouts of America. Developed leadership, teamwork, and outdoor skills through the planning and execution of both my own and my fellow scouts' service projects.

## SKILLS

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

**Other Skills:** Customer Service, Technical Support, Communication, Training & Leadership