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# CAMILA M. TAMAYO

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camilatamayo617@gmail.com    +1 (984) 291-1469    Fort Lauderdale, FL

## PROFESSIONAL SUMMARY

A driven, bilingual technical service specialist and certified web developer, fueled by 5 years between on-site customer-facing technological sales, device diagnosis and repair, I'm also backed by multiple certifications in Project Management and Marketing.

### TECHNICAL & CREATIVE SKILLS

- Remote Skills: Webex, Zoom, Zendesk
- iPhone, Mac, & PC Repair
- Basic Java Programming
- HTML, CSS, Javascript
- Wordpress
- Photoshop

### SOFT SKILLS

- Avid & Curious Learner
- Entrepreneurial Mindset
- Native English and Spanish
- Cooperative Team Building
- Effective Problem Solving
- Adaptability

## EXPERIENCE

TECHNICAL EXPERT, APPLE – 2022-2023

TECHNICAL SPECIALIST (FULL-TIME), APPLE – 2022

TECHNICAL SPECIALIST (PART-TIME), APPLE – 2021-2022

- Repair iPhones within repair queue time constraints while maintaining a consistent success rate of 98% to 100%.
- Assist with team initiatives to boost productivity and manage complexity.
- Mentor a team of 10 Technical Specialists.
- Greet customers with a warm welcome and provide personalized solutions as well as next steps.
- Handle customer emotions and provide personalized solutions and next steps by taking over 1000 appointments in less than 4 months.
- Cross-trained to support the Genius Admin role which includes part ordering and management, as well as shipping processes.

PC BUILD/REPAIR TECHNICIAN, TECHIE TO-GO (BOGOTÁ) – 2017-2021

- Upgraded, repaired, and built over 50 Windows PC systems.
- Troubleshoot RAM, GPU, drivers, peripherals, HDDs, and SSDs on checked-in devices on AMD/Intel as well as Nvidia/Radeon based systems.
- Conducted data transfers to and from Mac and Windows drives.

## TECHNICAL SUPPORT AT&T, CONCENTRIX – 2019-2020

- Top performer of the quarter Q4 2019.
- Received an influx of over 100 calls per day whilst deescalating customer satisfaction concerns.
- Offered recommended phone plans based on customer data such as Messaging, Data usage, device, and information provided by the individual.
- Adjusted and set up APNs on both iPhone and Android, reset SMSC addresses to troubleshoot messaging services such as SMS and MMS, as well as blacklisted IMEIs, analyzed account settings that could impact customer's service with a callback rate of less than 10%.
- Created and submitted internal support tickets.

## EDUCATION

### CERTIFICATIONS

- Google Project Management
- Google Ads Creative
- Google Analytics
- Google Ads Search
- Google Ads Display

### COLLEGE

- Associate's in Applied Science, Web Development at Wake Technical Community College (Currently Enrolled)
- Certificate in Web Development at Wake Technical Community College
- Personal Project at: [arcanekushtoms.com](http://arcanekushtoms.com)