

# Christian Eaves

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<https://www.linkedin.com/in/ceaves3/>

## Experience

### **SOFTWARE QUALITY ENGINEER\*, APPLE INC., JULY 2023 - CURRENT**

- Responsible for executing manual test cases on macOS, iOS, and iPadOS to verify the functionality of Apple Pay and UX/UI through a heavy attention to detail.
- Tracking bugs efficiently and providing supporting documentation to reproduce issues discovered through testing. Using appropriate keywords to help cross functional teams reproduce and isolate issues.

### **GENIUS, APPLE INC., JUNE 2022 - CURRENT**

- Responsible for Mac software and hardware repairs, customer service and IT troubleshooting.
- Offering whole solutions to fit individual customer needs.
- Mentor coworkers in technical and non-technical roles.

### **GENIUS ADMIN, APPLE INC., JUNE 2021 - JULY 2022**

- Responsible for repair room operations, inventory, organization, and task management.
- Managed the repair queue and helped technicians finish repairs on time while following the correct processes.

### **TEAM LEAD APPLE PAY TECHNICAL SPECIALIST\*, APPLE INC., JANUARY 2021 - JUNE 2021**

- Helped merchants integrate Apple Pay on the web, including eMerchant platforms such as Shopify and Magento 2
- Lead a team of six that worked on 4 individual projects varying from plugin research to auditing Apple Pay implementations on merchant websites

### **TECHNICAL EXPERT, APPLE INC., MARCH 2020 - JUNE 2021**

- Repaired customers' iOS devices and provided whole solutions to meet the individual customer's needs.

### **AT HOME ADVISOR - APPLECARE, APPLE INC., AUGUST 2020 - NOVEMBER 2020**

- Diagnosed and solved customer issues with their Mac devices and iOS devices.

### **TECHNICAL SPECIALIST, APPLE INC., APRIL 2019 - MARCH 2020**

- Diagnosed and solved customer issues with their iOS or mobile devices
- Assisted customers in purchasing new devices

## Education

### **TENNESSEE TECHNOLOGICAL UNIVERSITY**

- Bachelors in Interdisciplinary Studies (Business Management, Computer Science)

### **PELLISSIPPI STATE COMMUNITY COLLEGE**

- Associate of Science

## Skills

- Certified Mac Technician, Certified iOS Technician, Microsoft Office, iWork, C++, macOS, Windows, tvOS, watchOS, SAP, Tableau, Kronos, Data Analysis, HTML, CSS, JavaScript, Front End Dev