



Craig Carter

Phone: (562) 547-7845

Email: craigcarter42@gmail.com | craig_carter@apple.com

[linkedin.com/in/craig-carter42](https://www.linkedin.com/in/craig-carter42)

github.com/craigcarter42

Profile

With over six years of experience as a technician, I am a confident self-starter who works well independently and can thrive working in teams while delivering quality products and services. I am driven by my passion for technology and problem-solving in fast-paced work environments.

Work Experience

Genius, Apple | San Francisco, CA — March 2017-Present

- Drives results at Genius Bar by multitasking with 2-3 customers reducing their wait time and proving solutions.
- Uses acquired knowledge and problem solving skills when triaging issues with customer systems.
- Works with customers to carefully document concerns while offering solutions and next steps.
- Meticulously completes hardware repairs following company standards to assure longevity of repaired product.
- Partners with management to innovate around repair strategies and reduce turnaround time by 2 days.

CE with Platform Restore QA, Apple | Cupertino, CA — January 2019-July 2019

- Screened 500+ results daily from automation testing for regressions in current software build.
- Triage daily automation failures to find root cause and escalated bug reports to responsible teams.
- Organized and maintained lab equipment to improve team efficiency by providing needed resources quickly.
- Performed manually testing of new software builds to check for graphical anomalies during the update process.
- Completed weekly preflight tests for engineering to validate code changes before being merged to mainline.
- Procured and setup wireless isolation chambers for Apple Watch testing which increased testing success by 50%.
- Created Python tool to find update assets during manual testing which prevented human error and saved time.

Technical Specialist, Apple | San Francisco, CA — April 2014-March 2017

- Achieved session productivity to positively impact customer wait time and repair turnaround time.
- Supported on average 30 customers a day with technical needs at the Genius Bar.
- Utilized diagnostic tools and triaging skills to provide accurate diagnoses of customer reported issues.
- Educated customers how to maximize their technology to reduce their dependance on Genius Bar support.
- Provided careful documentation of device issues to assist with device repair or bug escalation.

Tier II Technical Support Engineer, Leap Motion | San Francisco, CA — Jan 2013-Sep 2013

- Provided phone and email support to customers experiencing issues with newly released product.
- Worked with a team to troubleshoot trending technical issues and escalated bugs for further review.
- Documented and managed customer interactions using tickets in the internal CRM system.
- Assisted with identifying trends with customer questions and concerns by sharing feedback with team.

Software and Hardware Skills

Python, Bash, Shell Scripting, Command Line, Git, Ansible, Docker, Nginx, Linux, Unix, Radar, Apple (all platforms), Raspberry Pi, Arduino, Teensy Board

Technical Skills

Problem Solving, Grey & Black Box Testing, Automation Triage, Collecting and Analyzing Crash Logs

Education

UC Berkeley Extension | Certificate Program in Software Development and Programming
(Expected completion June 2022)

Certifications

(ACMT) Apple Certified Mac Technician

(ACIT) Apple Certified iOS Technician