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Experience

TRAINING OPERATIONS ANALYST, APPLE INC, AUSTIN, TEXAS – 2017-2018

- Create courses, offerings, training classes, curricula, and learning paths (Saba LMS)
- Create Prescriptive Rules and Audience Types (Saba LMS)
- Assign and un-assign training as needed (Saba LMS)
- Conduct assignment testing in Saba LMS Production and Test environments
- Advanced troubleshooting and problem solving of Espresso tickets (ACO-AppleLearn)
- Escalate to engineering via CentralStation incidents
- Create Gather training pages documenting TOA procedures

TIER 2 ADVISOR, APPLECARE PARTNER RELATIONS, APPLE INC, AUSTIN, TEXAS – 2011-PRESENT

- Handle phone and email escalations from Tier 1 Advisors
- Provide Spanish support for Apple Developers
- Created work flows for daily tasks as a Tier 1 Advisor
- Trained and mentored ADPS NAT classes as Tier 1 Advisor

APPLECARE TRAINING DEVELOPER, APPLE INC, AUSTIN, TEXAS – 2016

- Experience creating instructor-led and computer-based training
- Knowledge and understanding of adult learning theory and instructional design methodologies
- Web writing experience and strong knowledge of HTML (Adobe Dreamweaver)
- Experience with technical diagraming methods and conventions (OmniGraffle)
- Experience translating semi-technical information into language that is easy to understand
- Experience developing technical or process training

APPLE IAPPS, CPU, IOS ADVISOR, APPLE INC., AUSTIN, TEXAS – 2008-2011

EVENING SUPERVISOR, RICHLAND COLLEGE, DALLAS, TEXAS – 2006–2008

Education

Richland College - Dallas, Texas – Associates in Sciences

Skills

- Fluent in writing, reading and speaking Spanish
- Excellent verbal, written, and interpersonal communication
- Experience with Learning Management Systems (Plateau, Saba LMS)
- Experience with Blackboard Collaborate or WebEx
- Identify process improvements and suggest alternative solutions
- Ability to work independently and be self-directed
- Achieve results by being well organized, detail-oriented & dependable
- Multiple AppleCare Excellence Award winner
- Work well collaboratively and also a self-starter when working independently
- Enjoy writing, organizing, and streamlining information for simplicity and optimal understanding
- Ability to quickly and effectively shifts gears to meet changing business requirements
- Proficient with SAP, specifically with regards to manual orders, purchase orders, wire transfers & refunds
- Read and write C++, HTML, CSS, JavaScript, SQL
- Proficient with Excel, recording, searching, & filtering data, mail merge, pie charts & pivot tables

References

Apple internal references available upon request