



Saidí Granados

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“Throughout the review period, Saidi continued to deliver steady and even outstanding results.” Performance Review 2015

Awards

- ▶ Team Manager Honor Roll; March and May 2015
- ▶ Team Manager Top Performer; October 2014
- ▶ AppleCare Excellence Award; March 2013

Skills

- ▶ IT Project Management
- ▶ Personal Management: staffing, performance, attendance, conflict resolution
- ▶ Data Analysis
- ▶ Bilingual (Spanish)
- ▶ Strategic Planning
- ▶ Excellent time management
- ▶ Attention to detail
- ▶ Familiarity with Radar, GSX, GCRM, iLog and ConnectMe

Experience

APPLE, INC; AUSTIN, TX

APPLECARE TEAM MANAGER – 2014 - PRESENT

- ▶ Manage team of 12 – 18 Advisors (staffing, performance review, etc.)
- ▶ Handled on-boarding (hiring, requesting equipment and cubes, and selecting training) new advisor with positive results
- ▶ Train and coach teams of Advisors to ensure the customer receives stellar service
- ▶ Metrics and other data analysis

WORKFORCE MANAGEMENT SUPPORT ANALYST – 2015-2016

- ▶ Collaborated with internal customers to resolve attendance and pay related issues in a timely and helpful manner.
- ▶ Contributed to process standardization and process improvements which increased team proficiency and lowered time to resolution.
- ▶ Created online help content (ConnectMe) resulting in a more educated user base and shorter time to proficiency for new team members.

SPANISH APPLECARE TECH SUPPORT TIER 1 & 2 – 2012-2014

- ▶ Provided superior, bilingual technical support for customers in the United States, Canada, and Mexico
- ▶ Exercised full circle case ownership, working closely with the customer throughout the entire process to ensure satisfaction and brand protection
- ▶ Address escalated customers by intently understanding the issue, being empathetic, and troubleshooting the issue through the entire process

THE HOME DEPOT; AUSTIN, TX

SERVICE DESK SUPERVISOR – 2010-2011

- ▶ Provided high level customer service at all times, including product knowledge, problem resolution, inventory inquiries, etc.
- ▶ Vendor relations
- ▶ Associate training
- ▶ Inventory Management
- ▶ Generate Weekly and Monthly status reports

Education

The University of Texas at Austin, TX; Full Stack Development, 2017

ACC, Austin, TX; *IT Project Management Certificate*, 2015

Brooks Institute, Santa Barbara, CA; *Bachelor of Arts in Professional Photography – concentration on Commercial Photography*, 2009