

# Christian de Mesa

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## EXPERIENCE

### Apple, Singapore – Enterprise Support Advisor

July 2018 – Feb. 2020

- Advisor to enterprise customers; technical point of contact for IT engineers, system administrators and technicians for Apple's zero-touch deployment solutions
- Participate in activities designed to improve customer satisfaction and business performance
- Increased the AppleCare Enterprise department's customer satisfaction scores to over 90 % as a consistent CSAT contributor; received the AppleCare Excellence Award in 2019
- Recommend technical solutions to enterprises, coordinates with the Sales team the purchase of recommended Apple Solution
- Optimized workforce adherence to meet the 80% Service Level Agreement for paid support for Small and Medium Enterprises worldwide
- Worked with stakeholders and contributed in developing departmental procedures and online content for the APAC region
- A key SAP and PeopleSoft user, tools mentor to the team
- Trained and mentored new hires on the department's business processes and best-practices; created agendas and led meetings

### Apple, Singapore – Senior Technical Support Specialist

July 2013 – July 2018

- Provide support according to the "Follow the sun" rotational shifting, Level 2 Support managing the high priority resolution of escalated issues on all Apple hardware and software products including sales and billing inquiries
- Increased Team Customer Satisfaction scores to over 85% by contributing more positive customer surveys
- A Key SAP user with full access to the post sales and service, product configuration (CTO), warranty and repair history, backordered service parts, and dispatch and delivery information
- Liaison to other cross-functional teams: Apple Retail Stores, Executive and Customer Relations, Apple Engineering and Legal teams with the purpose of increasing resolution rates to over 80 %

## SKILLS

- Systematic and has an organized approach with strong time management skills for increased efficiency
- Is a seeker of continuous improvement and learning and is results and customer-oriented, is independent and at the same time good team player
- Has the ability to work with minimum supervision even under pressure
- Fast and active learner. Has strong business acumen
- Possess exemplary relationship management and communication skills
- Has educational training on web development using HTML, JavaScript, CSS

## EDUCATION

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| • BSIT, AMA University, Philippines                                | 2017-present |
| • Coding Boot Camp, TechCove, Singapore                            | 2018         |
| • SAP SD Certification, Lithan Education, Singapore                | 2011         |
| • Microsoft Professional Certification, Phoenix One, Philippines   | 2005         |
| • Electronics Technology, Don Bosco Technical College, Philippines | 2000         |