

Josephine Evans

EXPERIENCE

Apple Inc. — Feb 2019 - Present

Senior Technical Support Advisor, Austin, Tx

Resolve hardware and software issues for all Apple products globally while mentoring junior advisors via Slack.

- Rank top 5% among advisors for two quarters, winning an AppleCare excellence award in 2023.
- Maintain high customer satisfaction, with 18% lower call times than average by owning the hard calls and working with engineering to solve unique problems.
- Achieve a 2.5% higher issue resolution rate compared to peers through root cause analysis to deepen my understanding of customer issues.
- Established Slack channel for new hires in Austin to foster effective communication and problem solving skills.
- Develop and share Shortcuts app workflows on Slack, including one for automating punch corrections in an effort to streamline and standardize my team's communications.

Apple Inc. — Oct. 2023 - April 2024

AppleCare Quality Engineer Lab Technician (rotation), Austin, Tx

Diagnosed hardware defects and investigated quality issues during new product introduction (NPI).

- Experienced with submitting and gaining disclosures and maintaining privacy and secrecy standards which allowed me to troubleshoot pre-release products
- Worked on a diverse team of quality engineers, engineering product managers, and developers to conduct lab experiments across multiple engineering codes and firmware versions.
- Ran a quality investigation on an in-store diagnostic tool affecting 50% of a product line and gathered enough data to identify the points of failure.
- Researched device histories using Core, Repair Central, GSX, Case Note Viewer, and GCRM to cut through the ambiguity of symptoms and discover the root cause of an issue.
- Utilized AST2, HDI, EOS restore, gGreen restore, & Purple Restore tools to troubleshoot and image devices.

Apple Inc. — Oct. 2022 - April 2023

Field Product Quality Engineer Lab Technician (rotation), Austin, Tx

During NPI periods, conducted field failure analysis (EFA) for AirPods, Apple TVs, diagnostic tools, HomePods, and Macs

- Conducted comprehensive data analysis, comparing results to benchmarks from retail stores, repair facilities, and engineering labs using ACBI/Git Tableau or Box data.
- Identified firmware issues affecting 1 in every 500 of a product line by analyzing serial logs in Purple Restore.
- Ran daily diagnostics and stress tests on hundreds of Apple TVs, iPads, Macs, & Studio Displays as part of nearly a dozen quality investigations to isolate or confirm emerging issues or validate the quality of diagnostics strategy.

The University of Oregon College of Design ————— Sept 2017 - June 2021

Product Design Student, Eugene OR

Created a portfolio centered on the belief that 'good design is essential design' with a focus on fiber arts and textile design.

- Led comprehensive virtual interviews and conducted a usability study, applying functional design practices to enhance and elevate existing USPS standards.
- Designed, digitally rendered, and manufactured in collaboration with a local Oregon manufacturer, a two-mailbox collection focused on package and mail delivery, catering to both couriers and homeowners. This design was selected from 20 options for limited production and sale at the Oregon Duck Store.
- Mastered various textile fabrication methods, including crocheting, felting, knitting, macrame, and floor loom weaving
- Dedicated 18 months to a thesis project on 11th-century West African Ewe kente cloth fabrication and design, winning the 2021 Creative Thesis Award out of 300+ student submissions.
- Collaborated with overseas manufacturers to assess recycled high-density polyethylene options based on price, scalability, food safety, and malleability.

EDUCATION

The University of Oregon Clark Honors College

Eugene, OR - Bachelor's of Arts in Product Design

Coursera

Google Project Management Certificate - In Progress

Google Data Analytics Certificate

SKILLS

Soft:	Technical and Analytical:	Product and Project Management	Tools
Customer Focus	Console Log debugging	New Product Introduction (NPI)	Diagnostics Tools (AST2, ASU, & HDI)
Decision Making	Data Collection	Project Management	Docker
Detail-Oriented	Data Mining & Analysis	Prototype Development Lifecycle	Excel
Empathy	Early Field Failure Analysis (EFFA)	Quality Assurance	FileMaker
Interpersonal skills	Investigative Mindset	Testing Products	Radar
Problem - solving	Quality Investigations		Tableau
Written and Verbal Communication	Tech Savvy		
	Troubleshooting (iOS, iPadOS, macOS, tvOS, watchOS)		