

Josephine Evans

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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, by owning the hard calls and working with engineering to solve unique problems.
- Troubleshoot apple devices including Macs, iPhones, iPads, HomePods, AirPods, Beats, Apple TVs and Apple Watches by utilizing my resources in an efficient manner.
- Achieve a higher issue resolution rate compared to peers through root cause analysis to deepen my understanding of customer issues.
- Establish Slack channels, one for new hires to foster effective communication and problem solving skills.

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).

- 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.
- Worked on a diverse team of quality engineers, engineering product managers, and developers to conduct lab experiments across multiple engineering codes and firmware versions.
- Experienced with submitting and gaining disclosures and maintaining privacy and secrecy standards which allowed me to troubleshoot pre-release products
- Researched device histories using to cut through the ambiguity of symptoms and discover the root cause of an issue.
- Utilized diagnostics and restore tools to troubleshoot and image devices with both internal and customer builds.

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 data from Box, Excel, and personal data collection.
- Identified firmware issues affecting 1 in every 500 of a product line by analyzing serial logs.
- Ran daily diagnostics and stress tests on a myriad of devices 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.

- Wrote and designed an award-winning thesis project on 11th-century West African Ewe kente cloth, and its correlation with the lack of ancestral history of African-Americans.
- 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.
- Led comprehensive virtual interviews and conducted a usability study, applying functional design practices to enhance and elevate existing USPS standards.
- 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 (VLOOKUP, pivot tables) |
| 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) | | |