

EXPERIENCE

AppleCare Quality Engineer Lab Technician (rotation), Apple — Oct 2023 - present
Run diagnostics trials on AirPods to pinpoint a defect and administer quality investigations on NPI products.

- Confirm and isolate emerging issues on AirPods and Macs across many engineering codes and firmware versions while taking into account environmental considerations, the origins of a device (service part, capture, new in box), and their predetermined status (KBB or KGB, PO or NPO).
- Perform failure analysis on an in store diagnostic failure rate that causes **false flags in 50% of a product line** across engineering codes, firmware versions, and companion devices.
- Research device histories as well as troubleshooting guides from Core, Repair Central, GSX, Case Note Viewer, and GCRM.
- Troubleshoot and image devices using various tools including AST2, HDI, eos-restore, green-restore, & PurpleRestore to ensure troubleshooting and field service strategies were correctly executed.

Field Product Quality Engineer Lab Technician (rotation), Apple — Oct 2022 - Apr 2023
Conducted field failure analysis during NPI periods for AirPods, Apple TVs, AST2 diagnostic tools, HomePods, and Macs

- Calibrated diagnostic tools through repeated testing and identified then resolved a bias against engineering codes in the existing diagnostic that affected **18% of the sample size**.
- Conducted comprehensive data analysis and compared results to benchmarks from Retail stores, repair facilities, and engineering labs with data from ACBI / Git Tableau or Box.
- Identified firmware issues that affected **1 in every 500** Studio Displays by reading the serial logs of captured units in Purple Restore and subsequently.
- Run daily diagnostics, 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 to validate the quality of a diagnostics strategy.

Product Design Student, University of Oregon School of Art and Design — Sept 2017 - June 2021
Built a portfolio based on the philosophy that 'good design is necessary design' specializing in fiber arts and textile design.

- Conducted virtual interviews & orchestrated a usability study with 15 mail carriers and homeowners to design a mailbox **larger than 90% of the current field** while meeting USPS regulatory standards.
- Hand drew, digitally rendered with Illustrator, Photoshop, and Fusion360, and later manufactured a two mailbox collection selected out of 20 designs for a limited production run for sale in the Oregon Duck Store.
- Studied textile fabrication methods such as crocheting, felting, knitting, macrame, and weaving. Spent 18 months on a thesis project studying traditional 11th century West African Ewe kente cloth fabrication and design and was subsequently awarded the **2021 Creative Thesis Award** out of over 300 student submissions.
- Worked with overseas manufacturers to compare their recycled high-density polyethylene offerings across price points, scalability, food safety, and malleability.

Senior Technical Support Advisor, Apple — Feb 2019 - Oct 2023
Troubleshoot hardware and software issues across all Apple product lines while providing customer service on a global scale. Investigate uncommon issues through escalations to engineering while mentoring novice advisor via slack.

- Created a slack chat with a teammate for new Austin hires who had just finished training and needed help troubleshooting, researching articles and maintaining Apple's information privacy standards.
- Customer Satisfaction survey was consistently greater than staff type with an **average call time 18% lower**.
- Actively problem-solved and troubleshoot a range of devices from Macs and Apple TVs to Homepods and iPhones while maintaining an **issue resolution rate 2.5% greater** than average advisor in the same role.
- Earned a spot as the **top 5% of advisors** in the two quarters between rotations and subsequently won an **AppleCare excellence award in 2023**.
- Shared multiple workflows created in the Shortcuts app across Slack including an app that automates sending punch corrections.

EDUCATION

• **Clark Honors College at the University of Oregon** — Eugene, Oregon — Bachelors of Arts in Product Design

AREAS OF EXPERTISE

Data Mining & Analysis • Digital & Physical Prototyping • Product / Industrial Design • Project Management • Textile Design & Fabrication • UI / UX Design

TECHNICAL SKILLS

Adobe Suite (Illustrator, Photoshop, & InDesign) • CAD (Fusion 360, Inventor, Rhino, & Solidworks) • Diagnostics Tools (AST2, ASU, & HDI) • eos / Green / Purple Restore • iOS, iPadOS, macOS, tvOS, and watchOS troubleshooting • Web Design (HTML, CSS, & Python)