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.
• Run a task force that fosters resource fluency among advisors by transforming Slack help channel responses and empowering self-sufficiency in problem-solving.
• 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.

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