

Sparling, Josie

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Professional Experience

Sales Advisor

Apple, Inc.

August 2019 - Present

- Educate customers on various Apple products and assess their specific needs based on customer demographic, background, and general use of the product
- Contributed to receiving Top Performing Team for Ovation Award Q3 2020
- Consistently create out of the box solutions for customers using tools and procedures in both Sales and Customer Service

Refunds Analyst (Rotation)

Apple, Inc.

March 2018 - Sept. 2018

- Accurately utilized root cause analysis for high-volume exception requests, created 80 credits per day on average, report through Excel/FileMaker Pro
- Assisted the team with creation of processes in Gather.Apple.com space for training of new procedures of assigned projects
- Generated issue awareness through e-mails to team and upper management; worked with ambiguity and make quick, data-driven decisions
- Multitask across systems and applications to isolate and resolve a variety of complex issues while prioritizing and managing time efficiently
- Awarded Subject Matter Expert (SME) and Return-to-Work Mentor responsibilities; managing and supporting advisors in skills to be successful in their roles, share knowledge and improve performance
- Developed advanced SAP-PD1 skillset, able to quickly respond to and determine appropriate action with repair issues such as cancellations, manually adding boxes, finding configuration history, fraud, etc.

Customer Relations Tier 2

Apple, Inc.

March 2017- August 2019

- Exceeded call center metrics and consistently achieved Top 25 stack rank out of 180 advisors for fiscal year 2016 with an average 100% Customer Satisfaction rating
- Researched and communicated business policies to be easily digestible by customers. Creatively positioned opportunities for customer education and delivered them in a manner that was well-received
- Analyzed complex cases and worked cross-functionally with Apple Retail and Technical Support to create solutions that restored relationships and retained customers

Customer Relations Tier 1

Apple, Inc.

Dec. 2015- March 2017

Education

2014 - 2016

Masters of Business Administration

Texas Woman's University

2007-2011

Bachelors of Arts in German / Minor in Business Administration

University of Texas at Arlington

Fluent in German and English, both oral and written