Kaitlyn Shepardson
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WORK EXPERIENCE

Apple   *06 2019 - Current*
New Store Opening Retail Technology Mentor, AMR

- Led Retail Interactive Technology deployment on most recent project Apple Tower Theatre
- Organize and Lead a team of employees to validate all customer facing demo devices in the Product Zone, Avenues, and those used for Today at Apple sessions are configured correctly
- Verify video wall, Today at Apple Forum displays and store audio functionality and content availability
- Configure and manage interactive customer iOS and macOS devices using MDM
- Facilitate Audio-Visual Technology training for store leadership and Today at Apple Team
- Partner with other mentors during a project, share best practices and keep each other informed of progress
- Communicate with cross-functional business partners and AV vendors on goals, progress, and needs
- Troubleshoot and escalate issues that may arise while maintaining strong composure through ambiguity
- Prepare demo image content and support Real Estate & Development, Marcom, and Public Relations videography and photography for audio/visual requests
- Complete all tasks to the highest standard and extreme attention to detail, setting an example for others
- Support developing AV technical documentation used during NSO

Apple   *07 2016- Current*
Technology & Merchandising Pro, Walnut Creek, CA

- Act as a subject matter expert and point of contact for in-store merchandising and technology implementation, training, and support.
- Educate and provide regular feedback to store team on merchandising principles and lead by example on maintaining standards both in the Front of House and Backstage.
- Maintain extensive knowledge of current Apple merchandising and technology principles and other relevant resources, including up-to-date security and privacy policies, and share key strategies with the wider team.
- Partner with store leadership and the rest of the Pro community regularly to communicate how the store's layout and demo opportunities connect to the store's customer journey goals.
- Train an extended support team to maintain and troubleshoot in-store technology, including facilitating technology needs for Today at Apple (e.g., Video Wall, displays, data ports, beacons, payment devices, etc.).
- Support and lead the implementation of all planogram sets, ensuring that presentation meets merchandising principles and that functionality meets technology standards.
- Ensure that all product demos are available, meet merchandising principles, and are fully functional to showcase features to customers.
- Maintain communication and relationship with Global Retail Support (GRS), Field Leaders, and peers within the geo to ensure tasks and issues are resolved in a timely fashion.
- Ensure that all in-store technology (ISU) is functioning including Isaacs, payment devices, Backstage Macs, iPads, cash drawers, printers, scanners, network racks, and switches.
- Use resources on Hello, IS&T Web, and Help to troubleshoot and resolve issues in a timely manner and partner with the Operations Team for systematic inventory movements and shipping as needed.
- Support vendors during Retail Infrastructure Refresh visits, general network rack maintenance, and upgrades in partnership with the Operations Lead.
- Partner with Operations team to ensure sellable merchandise is maintained regularly to planogram, demo inventory is accurately updated in inventory management systems, and that store merchandising and technology supply levels are maintained to Retail Supply guidelines and organized neatly Backstage.

•Provide feedback to the leadership team on relevant challenges and opportunities to maintain technology
 and presentation standards.
•When appropriate, acknowledge customers promptly and follow the APPLE Steps of Service.

EDUCATION

Bloc
Online —Web Development Program, 2021

San Francisco State University
San Francisco, CA —Bachelors of Science, International Business 2015

SKILLS

- JavaScript
- HTML
- CSS
- ReactJS
- NodeJS
- MongoDB

- NPM
- REST API's
- Express
- JSON
- YARN
- Git

- Command Line
- jQuery
- SQL
- MacOS
- iOS
- Photoshop

COMMUNITY

Apple Asian Association
Accesibility@Apple
Woman@Apple
Black@Apple