

Karen Seunsom
281-795-0154 | k_seunsom@apple.com

WORK EXPERIENCE

Apple Inc.

Ops Specialist ISE, Houston, Texas

September 2024 - Present

- Delivers items from Runner requests within 2 minutes to support seamless customer interactions.
- Updates software on iPhones through Presto to improve customer experience at either setup or home.
- Takes on projects such as reorganizing the stockroom layout to optimize space, accommodate increased inventory, and improve overall accessibility to the team.
- Utilizes SAP to create inventory counts, track transaction history of products, identify and resolve discrepancies in inventory buckets, and confirm accuracy of online orders.
- Conducts weekly inventory counts to achieve goal of 99.01% unit accuracy.
- Communicates with the Operations team throughout each shift, sharing updates on known issues, product availability, and operational priorities.
- Supports different areas of the store by answering inventory-related questions, providing product knowledge, and offering guidance.

Specialist, Houston, Texas

July 2022 - September 2024

- Provides an excellent customer experience in the product zone with both enthusiasm and timely assistance. Demonstrated 50 promoters in a row resulting in Net Promoter Score of 100.
- Focuses on improving discussed goals, whether it be business intros, accessory attachment, supporting multiple customers, or trade in.
- Delivers Apple Vision Pro demos in a way that creates excitement for customer and receives recognition from multiple peers.
- Accepts feedback from all areas of the store in order to provide better experience for everybody.

Johnstone Supply

August 2019 - April 2021

Junior Buyer, Houston, Texas

My time working in a purchasing department emphasized just how important details are.

- Purchased \$3000-\$5000 worth of HVACR parts daily to replenish stock for nine locations.
- Expedited backorders for customers by being in constant communication with vendors and solved issues when product went missing.
- Provided information to sales employees about products and worked with our warehouses to handle inventory discrepancies.

Willie's Grill & Icehouse

January 2016 - August 2019

Bar Service, Houston, Texas

Being the first face a customer saw taught me the importance of first impressions.

- Built relationships with customers and made curated recommendations.
- Multitasked between taking orders, making beverages, and other side tasks.
- Helped train 15 - 20 new hires on menu knowledge and guest service.

EDUCATION

University of Houston

Houston, Texas — Computer Science, 2026

University of Houston

Houston, Texas — Bachelor of Business Administration

SKILLS

Conversant in Spanish.