



# Matthew Mayer

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## SUMMARY

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A highly organized and detail-oriented technical troubleshooter, skilled at maintaining composure and a positive demeanor with end users and customers while resolving complex technical issues. Protects account security and user privacy as paramount and maintains the confidentiality of sensitive information. Performs all duties with ethics and integrity—in accordance with the company's values.

- Effective communication, consulting, interpersonal, and presentation skills, demonstrated ability to manage multiple projects or customers concurrently, coordinate and prioritize efforts to meet customer or delivery requirements.
- A focused, results-oriented worker recognized for professionalism, sound judgment, and depth of knowledge. Ability to work well alone or as part of a team, strong organizational and analytical skills. Established culture-setter among his peers.

## SKILLS

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Troubleshooting | Ticketing Software | Writing Escalations | Telephone Support | Chat Support | Ticketing Systems | MacOS | iOS | iPadOS | TvOS | Windows | Word | Excel | Pages | Photoshop | Illustrator | InDesign | Acrobat | Wordpress | HTML | CSS | PHP | MySQL | Javascript | ReactJS | MongoDB | Node.js | Microsoft Teams | Slack | iCloud | OneDrive | Google Drive | Consulting | Coaching | CMS | MailChimp |

## EXPERIENCE

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### APPLE INC.

06/2014 -Present

AppleCare Senior Advisor MAC+ T2 & WMM – Remote Position

Supported Apple Customers in an inbound call-center setting. Mac+ T2 and Wireless Multimedia advisor responsible for troubleshooting for Apple's full line of devices and services. Provide technical customer service across all Apple products. Provide technical troubleshooting and issue resolution. Solidify, enhance and repair customer relationships with Apple. Answer inbound phone calls and consults from Tier I agents.

- Establish rapport with customers and aid in the resolution of technical. Maintain efficient call handling, high issue resolution rates, and an excellent First Call Resolution rate.
- Deliver clear communication between customers and Apple's Senior Specialists to resolve uncommon technical issues and help to develop the customer's relationships with their devices.
- Provide accurate technical information and expert troubleshooting, updating customers on information about their devices.

### ACHIEVEMENT:

- Placed in the top 5% of Advisors in my queue in the third quarter of 2021
- Average handle time is more efficient than the average for my queue.
- Strong first call resolution metric. Perfect compliance score and discretion score.

## JOHN WILEY AND SONS

06/2012 – 04/2014

### Tier I Technical Support Representative - *Reported to the Assistant Director of Technical Support*

Responded to incoming customer technical support questions through chat, telephone, and email support channels. . Helped customers troubleshoot errors and escalated issues when required. Documented customer contacts while handling large volumes and a full range of support issues.

- Answered customer calls promptly and professionally, created or updated tickets for all calls received.
- Analyzed problems with customer equipment in a very rapid manner, escalated tickets to the appropriate team(s) to resolve issues when appropriate.
- Provide accurate and timely notes of all procedures performed while attempting to resolve the issue and ensure that the ticketing system was correctly updated,
- Worked with a diverse range of customers from college students to clients with various industry specializations, including accounting and chemistry.
- Also worked with consumers of the *Dummies* Line of general non-fiction books.

## JOHN WILEY AND SONS

2010

### ePub Technician

Coded ePub books for a major commercial publisher, John Wiley and Sons. Assigned to a project converting the company's backlist to make the books available on eReader devices. Managed a list of more than 1,200 titles

- Hand-coded HTML and CSS existing manuscripts for eReader formats.
- Project managed a matrix of titles to meet strict deadlines
- Maintained standard styles of established licensed brands including *Dummies* and *Frommer's Travel Guides*

## EDUCATION

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### INDIANA UNIVERSITY, Bloomington, IN

1999

### Bachelor of Arts in English

## VOLUNTEERSHIP

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### Producer – *IndyFringe Festival*

- Set up domain and hosting for the local storytelling show *Pull Up a Chair*.
- Maintained COVID-19 protocols and produced promotional videos to update and inform the audience regarding the festival policies. Created the poster image for the show that became iconic.
- Directed social media marketing resulting in solid ticket sales.

### Web Designer – *Pull Up a Chair*

- Set up domain and hosting for the local storytelling show *Pull Up a Chair*.
- Hand-coded website using responsive design. Created a custom Content Management System (CMS) to organize the site data.

### Marketing Specialist – *Indy Steampunk*

- Managed the Facebook and Twitter presence for Indianapolis Steampunk society.
- Organized the *2016 Steampunk Ball* at Fountain Square Theater.
- Contracted and coordinated with local artists and performers to incorporate their talents.