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# Marlo Amaya

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## Summary

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Senior Technical Support Advisor and Mechanical engineering graduate with over 5 years in hardware and software troubleshooting experience, project experience using design and analysis techniques, and proficient use of programming and engineering applications such as MATLAB and SolidWorks.

## Education

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**UNIVERSITY OF HOUSTON – BACHELOR OF SCIENCE – MECHANICAL ENGINEERING – DEC 2017**

- Minor: Mathematics   GPA: 3.0

## Professional Development

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**TEXAS BOARD OF PROFESSIONAL ENGINEERS – ENGINEER-IN-TRAINING – OCT 2017**

- Texas EIT Number: 61655

## Experience

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**IOS SENIOR TECHNICAL SUPPORT ADVISOR; APPLE INC, AUSTIN, TEXAS – JUN 2015 - PRESENT**

- Mentor incoming Tier 1 advisors through Listen to Learn procedures.
- Finished in top 5% nationwide in first quarter in role, based on customer satisfaction and issue resolution.
- Partner with engineering groups to resolve undocumented issues or safety captures on mobile devices.

**IOS AND MAC+ TECHNICAL SUPPORT ADVISOR; APPLE INC, HOUSTON, TEXAS – JUN 2015 - PRESENT**

- Maintained a 95% average customer satisfaction rating in 2017 with 6 months at 100%.
- Consistent top performer within multiple teams in the college organization
- Selected to transition to Tier 2 support within first month in full-time pro organization.

**ADVANCED REPAIR TECHNICIAN; BEST BUY INC, PEARLAND, TEXAS – AUG 2012 - JUN 2015**

- Performed repairs on electronic devices ranging from mobile to desktop computers.
- Assisted managers with training duties, and led department meetings.
- Modified repair process layout to reduce turnaround repair from 4 to 2 days.

**MECHANICAL ASSEMBLER; TS3 TECHNOLOGY INC, STAFFORD, TEXAS – AUG 2011 - JUN 2012**

- Assembled voting machines for the state of Oklahoma and control units for bi-fuel fracturing trucks.
- Provided feedback about building process to improve production, and improved voting machine production from 65 to 99 units per day.

## Projects

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**CAPSTONE DESIGN – FIXED WING DRONE – APR 2017**

- Led the prototype design using SolidWorks dynamics analysis.
- Implemented Design for Assembly processes to conduct frame build and controller casing design.
- Assisted with assembly of final prototype and interconnecting electronic components.

**PROGRAMMING PROJECTS – DEC 2017**

- Java Applet: Created GUI with Swing for graphing applet used to plot nodes or user input functions.
- Image Matching Program: Wrote python program used to scan through database of jpg files and match them to a query of images to display similar files in a table format.
- Analytics Project: Created MATLAB program used to scan database of handwritten digit images by implementing the k-means algorithm to display representative groups for each cluster and presented result to classroom of 25 students.
- Portfolio Page: Currently working on a portfolio page using HTML, CSS, and JavaScript to display my current and past engineering projects while also displaying my web development skills. Project can be found at [moamaya.github.io](http://moamaya.github.io)