

## Objective

Utilize knowledge and experience in training and developing others in order to exceed organization's expectations. Seek areas of opportunity and gaps in knowledge with a systematic approach that includes follow through and measuring success. A life long learner, that will consistently leverage resourcefulness to quickly learn and implement new processes.

## Summary of Qualifications and Accomplishments

- Possess leadership and relationship building qualities in order to foster trust and openness to feedback.
- Recipient of multiple WOW Awards due to training and mentoring Advisors
- Exceptional support Advisor with ability to engage and build connections with others in order to hone their skills to exceed organization's expectations
- Keen eye for gaging opportunities for improvements
- Flexible background and able to relate to masses
- In-depth knowledge of Apple Style Guide, Leadership Pallet, Sonar, Central Station and RADAR, SAP, Keynote, Pages, GBI, Adult Learning Theory
- Proficient in HTML, CSS and JavaScript

## Experience

### Apple Inc. - Apple Developer Program Support Tier 2 (May 7, 2018 – Current)

- Support internal and external customers like Tier 1, other Apple groups and app developers
- Trained and on-boarded 5 teams of backfill Advisors (70 total) for developer support 4/19/19. This training was done virtually via WebEx
- Currently being shadowed by two T2 Advisors as part of their SMART goal for me to provide feedback expecting to enhance their support and understanding in case handling.
- Identify performance opportunity area, set a goal and create supporting content, measure current metrics, set a goal, view metrics again. See improvement and understand actions taken to improve.
- Display ability to learn and master role within two months
- Create and deliver content to teach Advisors new processes and best practices

### Apple Inc. – Analysis and Review Tier 2 (May 21, 2018 – February 1, 2019)

- Curated content on Apple Music and iTunes
- Mentored over 40 Advisors when 3 new teams that were created while on rotation
- Mastered roll within 2 months and began training other Advisors in this role
- Displayed ability to navigate through ambiguity and strong collaboration and decision making skills
- Extended rotation for 2 months (8 months total) due to performance and business need
- Created Keynotes and presented content to multiple teams to enhance understanding of processes

### Apple Inc. - Apple Developer Program Support Tier 1 (January 11, 2016 – May 7, 2018)

- Provided exceptional developer experience via phone, email and internal systems
- Mentored over 200 AppleCare Advisors both virtually and onsite in new hire on-boarding
- Shadowed by various teams such as Support Programs Quality Assurance, Mentoring department for AppleCare to align and provide a feedback on processes
- Handled MFi and Search Ads cases and tenured in working directly with Tier 3 Partners
- Operated under strict MFi NDA and policy

### Dell Inc. Inside Consumer Sales (October 21, 2012 — January 28, 2015)

- Inbound sales for consumer hardware and software
- Maintained and grew consumer pipeline by relationship building
- Consisted of several thousand new customers acquired utilizing sales and marketing strategies
- Was consistently a top earner for organization
- Individual pipeline accounted for approximately \$1.15 million in annual sales.

## Technical

- HTML
- CSS
- Javascript
- Responsive Design
- Git
- DOM
- React
- JSX
- JQuery
- Bootstrap
- Bulma
- Node.js
- Express.js
- REST APIs
- Sequel
- Sequelize ORM
- SQL - MySQL
- NoSQL - Mongo
- Mongoose ODM
- Model-View-Controller
- Object-Relational Mapping
- Web APIs
- Shopify
- Wordpress
- Drupal

## Portfolio

- <https://nizzyno.github.io/>
- <https://nizzyno.github.io/Run-Buddy>
- <https://nizzyno.github.io/robot-gladiators/>
- <https://nizzyno.github.io/password-generator/>
- <https://github.com/nizzyno/>

## Education

University of Texas - Code Bootcamp *(January 2021 — Expected completion date July 2021)*

- Full-stack web development
- MERN Stack

AppleLearn *(January 2016 — Current)*

- Mentoring for Success
- Providing Feedback
- Starting a Feedback Conversations

Concordia University Austin *(August 2007 — May 2009)*

- Earned 52 credits towards BBA
- Member of Concordia Men's Basketball team

*References available upon request*