

Contact

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(LinkedIn)

Top Skills

OS X

Microsoft Office

Final Cut Pro

Ronnel Abrigo

Technical Specialist at Apple
Greater Seattle Area

Experience

Apple

2 years 1 month

Technical Specialist

September 2021 - November 2021 (3 months)

Troubleshoot and problem solve issues customers experience with their devices. Adhere to protocol and safety practices when handling smart phones, tablets, and watches. Complete certified training regarding handling electronic devices, customer privacy, and repairs.

Specialist

November 2019 - September 2021 (1 year 11 months)

Engaged customers to provide solutions specific to their visit. Troubleshooted Apple services and products. Created and checked in customers for Genius Bar and Shopping Experience appointments. Practiced health and safety measures to safely assist customers in store.

Order Support Specialist

November 2020 - July 2021 (9 months)

Resolved delivery issues with orders from the Apple Online Store. Communicated with customers regarding shipping investigations and delivery disputes. Worked alongside carriers, stores, and distribution centers when actioning issues.

Stanford Health Care

Patient Access Representative

November 2016 - November 2017 (1 year 1 month)

Registered patients for their appointments at various Stanford Health Care locations. Verified active medical coverage and authorizations for visits. Created various account types and appointments with EPIC.

Zuckerberg San Francisco General Hospital and Trauma Center

Eligibility Worker

October 2013 - October 2016 (3 years 1 month)

Performed patient intake and admissions in the emergency room at ZSFGH.
Initiated patient transfers between medical facilities. Provided clerical and front desk support to a diverse patient demographic.

Education

University of Washington Trilogy Coding Boot Camp
· (December 2021 - February 2022)

University of Washington
Bachelor of Arts - BA, Psychology