

ROGER APONTE

6414 Amundson St.
Tampa, Florida 33634

T (813) 716-1859
RogerAponte10@gmail.com

EXPERIENCE

Tech 1/CSA, Sears Auto Center;Tampa,FL---2007-2009

I first started as a customer service associate and then became a tech 1. My duties as a CSA consisted of competitive salesmanship , upkeep of the shop and also courtesy and care for the customer. Soon after I became a tech 1 I had many more responsibilities which consisted of routine maintenance on vehicles, alignments and some brake work. All in all it was a great experience.

Product Zone Specialist, Apple Inc.—2014-2019

I was a product zone specialist for almost 5 years before moving into the current role I am in now. With this role I learned many things that currently help me today. Aligning with the customer, listening to the customer and ultimately finding the right solution for them. In a world of many options, this role helped me see how to effectively see the right path for each and every customer, regardless of how different each journey was.

Technical Specialist, Apple Inc.—2019-2020

In this role, I have the pleasure of repairing not only devices, but relationships as well. From troubleshooting devices to educational opportunities, these are a few things that my role provide for the customer. In terms of troubleshooting, I make sure that throughout the entire process the customer is aware of what I am doing and what outcomes can occur. In terms of education, I provide useful tools and practices to make sure that the customer stays aware of how they can easily correct any issues that may come their way.

Technical Expert, Apple Inc—2020-Current

In my current role, I have the same responsibilities as my last role, but now I have the opportunity to repair devices and replace parts that have either failed or have been damaged over time. My repairs include replacing displays, batteries, cameras, etc. After repairs, diagnostics are a big part of the process to ensure that the repair was performed correctly. Being a mentor and a key team player also plays a big role in this position.

EDUCATION

Leto High School—Diploma-2006

Hillsborough Community College-2008

SKILLS

Customer Focused
Teamwork
Attention to detail
Communication
Flexibility