

BRYAN TACURI BRITO

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EMPLOYMENT

Apple Inc.

Genius, Technical Expert, Technical Specialist · Aug. 2015 to Current · Norwalk CT

- Provide insightful advice and friendly, hands-on technical support for Apple customers in need with an average session duration of 14 minutes.
- Successfully perform hardware repairs on iMacs, MacBooks, and iPhones.
- Consistently help 20 or more customers per day to diagnose product issues on the spot, explaining situations with patience and compassion.
- Determine whether repairs can be done, or a replacement is needed, then offer solutions to quickly get users up and running again.
- Earn the trust of customers and coworkers alike as I offer mentorship, knowledge, tips, and training.
- Mentored and trained new technicians on excellent troubleshooting, repair, and customer service.
- Effectively manage team members on identifying areas of improvement and implementing new strategies.
- Effectively thrive on change as products evolved to increase the quality and consistency of the customer experience.
- Became an expert in multi-tasking multiple customers and tasks at a time.

SWE CE - Power Engineering - Swift/Python · Jan. 2021 to July 2021 · Cupertino CA (Remote)

- Updated existing automation scripting in Python and Javascript to be more resilient to user interface changes using QA methodologies to replace manual testing.
- Migrated Python based tests to Swift by becoming familiar with automating test cases using XCTest framework in Xcode.
- Developed proof-of-concept by documenting and updating the migration process.
- Identified and communicated on issues blocking development.
- Effectively worked cross-functionally with various teams throughout Apple's Software Division.
- Analyzed and reported a large number of tasks and software bugs to determine priority and severity.

LANStatus LLC

Developer · Aug. 2020 to Dec. 2020 · Trumbull CT

- Worked on the development of a tool named WVD Assist which gives admins the capability to easily shadow users on Windows Virtual Machines
- Redesigned the company's program by using REST API which effectively increased performance and reliability especially when using the ARM model.
- Added secure Windows Authentication using MSAL Authentication Flow.
- Fixed issues and bugs by increasing error handling.

Sacred Heart University

Senior Technician · Aug. 2017 to May 2020 · Fairfield CT

- Mentored and trained 37 student technicians by shadowing and providing feedback.
- Facilitated the university by setting up hardware and installing and configure of software and drivers.
- Maintained and repaired technological equipment across three campuses in a timely manner.
- Supported faculties with technological issues while in a lecture by either fixing the problem or providing an alternate solution to allow them to continue lecturing.
- Organized and kept a record of all issues reported by clients and then either resolved them or escalated to the appropriate department.

EDUCATION

Sacred Heart University

Bachelor of Science in Computer Science 2020

Minor in Mathematics

SKILLS

LANGUAGES/TECHNOLOGIES: C++, C#, Java, Swift, Python, Object Oriented Programming, Agile, HTML, XML, CSS, JavaScript, SQL, Databases, Networking, REST API, XCTest, Command-line interface (CLI), Git

OPERATING SYSTEMS: Windows 10, MacOS, Kali Linux, iOS, Android

PROJECTS

Task Manager Project

Built a Java application through NetBeans which allows the user to add, remove, and update tasks to a database

CONNECT FOUR GAME

Developed a two-player game using OOP with Unity's component-based system.