
Project Manager

Thrives at the intersection of design, UX, and hands-on implementation

Dynamic, highly innovative leader with expertise in project management, quality assurance, and continuous improvement. Over 10 years of hands-on experience in progressive roles. Proven ability to deliver ambitious products within aggressive time and budget constraints. Personable and engaging with the communication skills needed to drive cross-functional collaboration on key initiatives.

Highlights of Expertise

- Prototyping
- Onboarding Documentation
- Social Applications
- Visual Design
- Testing & Validation
- Documentation & Presentations
- Process Improvement
- User Research
- Coaching & Mentoring

Professional Experience

Apple, Inc., 2010 - Present

Genius / Genius Administrator (2010 – Present)

Orchestrate solution development through cross-functional leadership of 150+ technicians providing superior customer service to thousands of people each week. Provided in-the-moment feedback to engage and empower team members.

Key Accomplishments:

- Implemented process improvements that reduced timelines while improving session performance.
- Selected for three out-of-role corporate work experiences due to exceptional performance.

QA Frontline Support Role - Internal Contact Support (2020)

Delivered frontline support to multiple internal contact center applications, including onboarding and troubleshooting. Performed quality assurance testing and validation on multiple global service systems. Recorded, converted, uploaded, and managed new Interactive Voice Response (IVR) prompts and hold music.

Key Accomplishments:

- Completed 100% remote onboarding and developed all new onboarding documentation for team.
- Hand-picked to out-of-role position during COVID-19 and stabilized operations.

Product Manager, Experience, AppleCare Channel Service Systems (2018)

Led cross-functional team initiatives to provide end-to-end product releases for both Genius Bar internal applications: MobileGenius and Repair Central. Spearheaded test script writing, bug reporting, prioritization, and follow-up for UAT and Production Validation Testing. Provided feedback during UX and design discussions using customer-focused design solutions.

Key Accomplishments:

- Created documentation and Keynote presentations on roll-out changes to enable effective decision-making by testers, stakeholders, and end users.
- Championed multiple releases for MobileGenius and Repair Central.

continued...

Vitamin T

Visual / UX Design Contractor (2015 – 2016)

Partnered with creative directors to drive initial design development and conversations for social networking mobile applications and desktop sites. Collaborated with UX teams to capture user research and influence product design in early development stage. Produced and presented wireframes, prototypes, and animated decks for development teams and executives.

Key Accomplishments:

- Developed wireframe prototypes that led to development of final design of professional social network.

Apple, Inc.

Visual Design Experience, Apple Retail Marketing (2013)

Translated across design and development languages to communicate with cross-functional teams. Conceptualized visual design for both internal and customer-facing iOS applications. Developed prototypes for use in meetings with managers, developers, and executives. Established and organized content management systems and file servers.

Key Accomplishments:

- Created visual design for initial version of the Apple Store App for iPad.
- Adapted on-the-fly to brand-new design language introduced with iOS 7 – skeuomorphic to flat design.

Education

MS, Agile Project Management, 2020

Northeastern University, Boston, MA

BA, Graphic / Information Design - User Experience Design, 2013

Central Connecticut State University, New Britain, CT

Certificate, Product Management, General Assembly, 2017

Apple Certified Mac Technician

Apple Certified iPhone Technician

Technical Proficiencies

Software

MS Office, Adobe Creative Suite, Atlassian Confluence, Jira, Google Suite, iWork, SAP

Languages

HTML, CSS, JavaScript, JSON