

Dylan Jackie

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EXPERIENCE

Senior Operations Manager | Back Market, Inc | Brooklyn, NY | May 2021 - November 2023

- Spearheaded the establishment of the U.S. Innovation Lab at Back Market, driving adoption of best quality practices across 1,000+ domestic and global sellers.
- Designed and implemented various software and hardware solutions that significantly improved seller capabilities and quality on the Back Market platform, resulting in a minimum 20% decrease in overall defective issues year over year.
- Offered direct, hands on support to over 25 top sellers on the Back Market platform to drive operational excellence on warehouse management, quality repair and refurbishing and customer service.
- Utilized technical skills to troubleshoot and resolve complex customer issues, resulting in a 15% improvement in customer satisfaction ratings.
- Pioneered and supervised the inaugural Back Market U.S. intern program, providing mentorship to multiple interns.

Genius / Genius Administrator | Apple, Inc | New York, New York | June 2010 - April 2021

- Provided exceptional customer service and technical support at the Genius Bar, addressing customer inquiries, troubleshooting problems, and delivering effective solutions to hundreds of Apple customers weekly.
- Implemented process improvements that reduced timelines while improving session performance for Genius Bar technicians in order to offer repair turn around times under 2 hours.
- Retained accurate records of customer interactions, appointments, and inventory, utilizing organizational and data management skills.
- Provided administrative support for dozens of training programs a year, ensuring team members were up-to-date with the latest technologies and service protocols.
- Upheld a high level of confidentiality when handling sensitive information related to customers, team members, and store operations.
- Contributed to a positive and collaborative team atmosphere, assisting colleagues in resolving complex technical issues and ensuring a seamless customer support experience.

QA Frontline Support Role - Internal Contact Support | Apple, Inc | New York, New York | March 2020 - December 2020

- Provided efficient and thorough frontline support to internal contacts, resolving 90% of inquiries on first contact and maintaining a satisfaction rating of 95% or higher through effective troubleshooting and timely escalation of complex issues.
- Recorded, converted, uploaded, and managed new Interactive Voice Response (IVR) prompts and hold music.
- Developed onboarding documentation to ensure continued onboarding success in the future given the uncertain circumstances due to the global pandemic.
- Hand-picked for an out-of-role position during COVID-19 to stabilize operations.

Product Manager | AppleCare Channel Service Systems | Cupertino, CA | June 2018 - December 2018

- Led cross-functional teams to successfully deliver multiple end-to-end product releases for Genius Bar internal applications: MobileGenius and Repair Central.
- Prepared end-to-end test script development, bug reporting, and prioritization for UAT and Production Validation Testing, resulting in a 20% increase in test coverage.
- Developed comprehensive documentation and Keynote presentations to communicate roll-out changes, resulting in increased understanding and informed decision making for Genius Bar staff and managers.
- Leveraged technical expertise to collaborate with teams and deliver high-quality software solutions on time.

Visual / UX Designer | Apple Retail Marketing | Cupertino, CA | June 2013 - December 2013

- Translated across design and development languages to communicate with cross-functional teams.
 - Conceptualized visual design for both internal and customer-facing iOS applications, developing prototypes for use by managers, developers, and executives.
 - Created visual design for the initial version of the Apple Store App for iPad.
 - Adapted on-the-fly to a brand-new design language introduced with iOS 7 - skeuomorphic to flat design.
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EDUCATION

- **MS, Agile Project Management | Northeastern University | Boston, MA | 2020**
 - **BA, Graphic / Information Design | Central Connecticut State University | New Britain, CT | 2013**
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CERTIFICATIONS

- **Product Management Certification | General Assembly | 2017**
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SKILLS

Operations Management, Project Management, Process Improvement, Documentation, Testing & Validation, User Research, Presentation (client & executive), Coaching & Mentoring, SQL, Python