
Education

Central Connecticut State University, – BA Graphic / Info Design 2013

General Assembly - Product Management 2017

Experience

GENIUS (SENIOR TECHNICIAN), APPLE INC, NEW YORK, NEW YORK – 2016-PRESENT

- Diagnose, troubleshoot and repair all hardware and software on MacOS and iOS products for one of the company's global flagship stores.
- Act as a leader on a team of 150+ technicians to help achieve metric goals all while providing top level customer service solutions to hundreds of customers per week.
- Handle 30-40 customer interactions per day, not only helping to diagnose and repair software / hardware issues, but also educate customers on all aspects of all things Apple.
- Mentor Technical Support Specialists, especially those who are seeking to move into higher rolls and obtain ACMT / ACiT Certifications.

GENIUS ADMINISTRATOR (TECHNICAL COORDINATOR), APPLE INC, NEW YORK, NEW YORK – 2010-2016

- Manage all ongoings of the Genius (Repair) Room including: repair assignments, inventory control, priority setting, supply ordering and queue management.
- Track and organize over 750 repairs of computers and mobile devices per week, ensuring the best possible experience for customers.
- Maintain communication of status updates and turn around times to both customers and management team to ensure the most efficient repair process possible.
- Acted as a mentor for all technical support employees including training and on boarding for new hires as well as promoted employees.

VISUAL / UX DESIGN CONTRACTOR, VITAMIN T – 2013-2015

- Worked directly with creative directors on projects including mobile applications (iOS and Android) and websites (primarily social networks).
- Conducted user research for user experience teams for products in early development stages.
- Idea mapped at a fast pace to get tangible concepts to managers and investors.
- Created wireframes, prototypes and animated decks to help communicate to larger teams as products gained full backing.

VISUAL DESIGN INTERN, APPLE INC – 2013

- Joined the Retail Marketing Design team at a pivotal design point, during the transition between the design language of iOS 6 (skeuomorphic) and iOS 7 (flat).
- Provided visual design for both internal and customer facing iOS applications, most notably the Apple Store App for iPad.
- Organized and reviewed content in CMS and file servers.
- Worked as a liaison between the design and developer teams, leveraging his understanding of the lingo and jargon of both parties to facilitate more efficient communication and development.
- Created specification sheets and design translations for developers to work from.
- Participated in UAT (user expectance testing) and filing of bug reports.
- Created prototypes and user flow keynotes for use in meetings with managers, as well as to show concepts to developers.