

# DYLAN JACKIE

## Location

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### Product Manager Experience, AppleCare Channel Service Systems - 2018 - Present:

- Acted as the release manager on multiple releases for both of the Genius Bar internal applications: MobileGenius (iPad / iPhone) and Repair Central (Mac).
- Managed cross-functional teams to ensure open communication of the status of production.
- Assisted with UAT (User Acceptance Testing) and PVT (Production Validation Testing) stages, including test script writing, bug reporting, prioritization and follow up.
- Participated in in-store roll outs, providing on demand support for users during launch in several locations.
- Hosted Meetings to set priority and track the status of open issues with all cross-function teams involved.
- Provided production sign offs before roll out of new builds.
- Created and presented several documents and Keynote presentations to provide insight to testers, stake holders and end users about the changes we roll out.
- Assisted in the writing and editing of service documentation affected by the changes in our program releases.
- Attended UX and design discussions during preliminary stages of development to provide feedback using the filter of customer focused design choices.

### Genius Bar - Apple Retail 2010 - Present:

- Oversee genius bar queue, including managing team timeliness, session performance, session duration and breaks for a team of over 100.
- Manage service metrics and provide feedback to team members around behaviors and impacts the decisions they make while in queue have on the team as a whole.
- Diagnose, troubleshoot and repair all hardware and software on MacOS and iOS products for one of the company's global flagship stores.
- Lead a team of 150+ technicians to help achieve metric goals all while providing top level customer service solutions to hundreds of customers per week.
- Manage all ongoings of the 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.
- Bridge the communication of status updates and turn around times to both customers and management team to ensure the most efficient repair process possible.

### Visual Design Experience, Apple Retail Marketing — 2013

- Joined the Retail Marketing Design team at a pivotal design point, 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, 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 understanding of the lingo and jargon between both parties to facilitate more efficient communication and development.
- Created the scaffolding for spec sheets for developers to streamline the development process.
- Engaged in UAT (user expectance testing) and filing of bug reports.
- Created prototypes for use in meetings with managers, as well as to show concepts to developers.

### 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.
- Created idea-maps 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.

### Education

- Central Connecticut State University - BA Graphic / Information Design 2009-2013
- General Assembly - Certificate, Product Management 2017