

WORK EXPERIENCE

Apple Inc.

Oct 2009 - Present

Operations Analyst, At-Home(Corporate) (2021-Present)

- Collaborate with my Store Leader frequently to analyze traffic patterns. We identified discrepancy in our store's Peak Days, reviewed the conversion rates and narrowed down the issue to availability. After one quarter our conversion rates increased and our Peak day was adjusted.
- Create weekly communication keeping the team informed of important deadlines and scheduling updates. This has strengthened the partnership with the team and has given them ownership of their schedule.
- Work closely with leadership offering perspective and providing feedback when decisions negatively impact our business.
- Follow the resource planning reporting, consistently achieving operational excellence and keeping up with local labor laws and practices. This has helped to identify trends to communicate with leadership that affect scheduling quality as well as employee and customer experience.
- Successfully plan and schedule new product launches while spearheading market-wide collaboration and sharing best practices.
- Develop innovative ways to maximize payroll including offering additional time away request approval periods and planning ahead for paid holidays.
- Guide new market schedule planners on current systems and scheduling procedures.
- Multitask and take partners when necessary to ensure quality on-time schedule production.
- Adapt to new scheduling priorities as business needs change, planning communication strategies and operational adjustments.

Schedule Planner, Farmington, UT (2017-2021)

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Genius Admin, Farmington, UT (2014-2017)

- **Operations Expert (Career Experience-2017):**
 - Managed store inventory and shipping practices while leading a team.
 - Provided the team with visibility regarding how to deter theft and avoid transaction mistakes.
 - Focused on operational excellence and partnered with the genius bar team to provide feedback for any created variances.
- **Lead and Learn (Career Experience-2016):**
 - Supported the team by addressing customer escalations and providing creative solutions.
 - Partnered with leaders to ensure proper workflow with the team in the store.
- **In-store Guest Trainer (Career Experience-2015):**
 - Assisted with onboarding and facilitated new hire training for market wide hiring groups.

Jessica Caron
435-225-3062 | depalma@apple.com

- Monitored employee training progress and worked with leadership to address any additional training needs and continuing education.
- Communicated market-wide training schedules, accommodating a variety of availabilities and partnering with matter experts from multiple stores.
- Helped organize and implement updates to genius bar programs, including the iPhone battery replacement program, iMac hard drive replacement program, and the iPhone depot repair rollout.
- Developed repair room workflows that are currently being used to support our customers and technicians.
- Became close partners with the Operations team, providing variance investigation support and feedback.

Genius, Farmington, UT; Murray, UT; Woodcliff Lake, NJ(2010-2014)

• **Lead Genius (Career Experience-2014):**

- Collaborated with Genius team, focusing on current metrics, customer focus, and dealing with ambiguity.
- Partnered with market Lead Geniuses to find behavior patterns and business trends working together to provide consistent customer experience.
- Increased our Net Promoter score rating by 14 points during the four month experience.
- Mentored new and aspiring geniuses and trained them to assist our Mac and iOS customers.
- Consistently exceeded expectations for session duration and customer satisfaction.
- Repaired machines with a high skill level resulting in low repeat repair rates.

Family Room Specialist (Technical Specialist), Woodcliff Lake, NJ (2009-2010)

- Facilitated Mac and PC data migration to new Macs.
- Repaired iOS devices and provided in-person troubleshooting while multi-tasking.

Specialist, Woodcliff Lake, NJ (2009)

- Engaged customers providing complete purchase solutions.
- Took customers through introductory 1-hour training sessions based on products purchased and following data transfers.

Concierge, Woodcliff Lake, NJ (2009)

- Organized the customer journey guiding customers through each area of the store.
- Communicated with multiple teams to ensure timely assistance.
- Received in-bound customer calls and directed them according to customer needs.

NCO Group

Nov 2008 - Sept 2009

Technical Support for both Mac and iOS devices, contracted through Apple Inc.

Mac Technical Support Agent, Charlotte, NC

- Assisted customers with troubleshooting Mac devices over-the-phone.
- Acted as team-lead, helping agents with difficult to diagnose issues and customer concerns.

iOS Technical Support Agent, Charlotte, NC

- Assisted customers with troubleshooting iOS devices over-the-phone.
- Mentored new-hires and helped facilitate training.
- Top Agent in the call center 2009.

Bonneville Superior Title

May 2004 - Sept 2008

Land title company providing title insurance and home purchase facilitation.

Escrow Assistant, Logan, UT

- Produced closing documents for customers purchasing and selling homes.
- Addressed customer concerns throughout the home buying experience.
- Retrieved loan payoffs from lenders.
- Managed office supplies and technology needs.

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EDUCATION

Weber State University, Ogden UT

(Currently Enrolled)

- Programming Essentials Certification 2021
- Associates General Studies
- Associates Computer Science
- Associates Web and User Experience

Box Elder High School
Brigham City, Utah

SKILLS

- Mac Certification
- iOS Certification
- Programming Essentials Certification
- Dealing with Ambiguity
- Multi-tasking
- Technical Knowledge
- Interpersonal Savvy
- Communication Skills
- Organizational Agility
- Self-Starter
- Time Management
- Planning and Priority Setting
- Kronos Scheduling
- Schedule Manager
- Store Attribute Management
- IS&T Tickets and Escalations
- Resource Planning Reporting
- Payroll Planning

VOLUNTEER

- Volunteered at a local Nursing home serving food, providing entertainment, and offering companionship.
- Traveled with a volunteer group to Mexico to support an orphanage as they constructed a new building.