Miguel Ivan Maldonado Martinez

- 512-574-4720
- Mig.atx@icloud.com
- https://www.linkedin.com/in/migatx/
- MigsGithub.github.io
- https://github.com/ MigsGithub

1881 Grove Blvd Apt. 211 Austin Texas 78741

OBJECTIVE

To obtain a position where I'm able to use my expertise in coding.

SKILLS

- > Strong written and verbal communication skills in Spanish and English
- Able to establish and improve clients needs for best outcome
- Extensive experience with MacOS and Windows products, iOS devices and Network knowledge
- ▶ Able to handle distressed clientele with a calm and sophisticated manner
- ▶ 15+ Years of experience providing technical support and customer service
- Excellent in time management

EXPERIENCE

Apple Pay - March 2018 - Present

- ▶ Assisted customers with Apple Pay and Apple Pay Cash
- ▶ Educated customers on benefits of Apple Pay and Apple Pay Cash
- Gave information to Apple Engineers regarding Apple Pay and Apple Cash issues and errors

Commitments Team Backfill — June 2017 - October 2017

- Confirm commitments were completed on a timely matter for all Tier 2 Spanish Advisors
- ▶ Responsible for 50+ advisors
- Reviewed Emails and Voicemails for all Tier 2 Spanish Advisors to uphold our promise kept policy
- Created daily spreadsheets in Excel to demonstrate all information about the days commitments from all Tier 2 Spanish Advisors

Tier 2 Technical Support, Apple Inc. − 2015 - 2018

- ▶ Help Apple's customers effectively resolve complex macOS/iOS software and hardware issues
- ► Escalated trending Apple hardware and software issues reported by customers to engineering and development team
- Convert customers needs into resolutions in order to increase customer satisfaction, retention, and loyalty
- ► Support in all Apple made hardware and software (Mac, macOS, iPhone, iOS, iApps, WMM)

▶ Used SAPGUI to look up devices in order to help them get identified

Tier 1 Technical Support, Apple Inc. — 2015 - 2015

- ▶ Lead in customer service satisfaction and issue resolution, constantly ranked among the top advisors in the role
- Resolved issues for problems with software and hardware by analytical thinking.
- ▶ Successfully promoted to Tier 2

Teller, WellsFargo — 2014 - 2014

• Responsible for bank transactions, administrate funds and balances while providing bank services with professionalism

Waiter, Polvos Bar and Grill — 2006-2014

▶ Responsible for customer satisfaction and food orders in a fast pace work environment, while showing calm and maintaining a smile

EDUCATION

- ▶ Austin community College Basic curriculum courses
- ▶ Jarvis Christian College Basic curriculum courses

Crockett Austin Texas Graduate, Class 2010

• Graduated with college credit while taking honor classes, accepted to multiple universities

REFERENCES UPON REQUEST*