
CAMILA M. TAMAYO

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PROFESSIONAL SUMMARY

A driven, bilingual technical service specialist and web developer, fueled by 5 years between on-site customer-facing technological sales, device diagnosis and repair, I achieved +98% Same Unit Repair within Apple for multiple quarters and assisted 1,000 customers in less than 4 months. I'm also backed by multiple certifications in Project Management and Marketing.

TECHNICAL & CREATIVE SKILLS

- Remote Skills: Webex, Zoom, Zendesk
- iPhone, Mac, & PC Repair
- Basic Java Programming
- HTML
- Wordpress
- Photoshop

SOFT SKILLS

- Avid & Curious Learner
- Entrepreneurial Mindset
- Native English and Spanish
- Cooperative Team Building
- Effective Problem Solving
- Adaptability

EXPERIENCE

TECHNICAL EXPERT, APPLE – 2022-PRESENT

- Repair iPhones within repair queue time constraints while maintaining a consistent success rate of 98% to 100%.
- Assist with team initiatives to boost productivity and manage complexity.
- Troubleshoot and diagnose Apple devices including: AirPods, iPhones, iPads, iPods, Beats, Homepods, and Apple TVs.
- Mentor a team of 10 Technical Specialists.
- Greet customers with a warm welcome and provide personalized solutions as well as next steps.
- Handle customer emotions and provide personalized solutions and next steps by taking over 1000 appointments in less than 4 months.
- Cross-trained to support the Genius Admin role which includes part ordering and management, as well as shipping processes.

TECHNICAL SPECIALIST (FULL-TIME), APPLE – 2022

TECHNICAL SPECIALIST (PART-TIME), APPLE – 2021-2022

- Troubleshoot and diagnose Apple products.
- Greeted customers with a warm welcome and provide personalized solutions as well as next steps.
- Handled customer emotions and maintain queue times for appointments.

PC BUILD/REPAIR TECHNICIAN, TECHIE TO-GO (BOGOTÁ) – 2017-2021

- Upgraded, repaired, and built over 50 Windows PC systems.
- Troubleshot RAM, GPU, drivers, peripherals, HDDs, and SSDs on checked-in devices on AMD/Intel as well as Nvidia/Radeon based systems.
- Conducted data transfers to and from Mac and Windows drives.

TECHNICAL SUPPORT AT&T, CONCENTRIX – 2019-2020

- Top performer of the quarter Q4 2019.
- Received an influx of over 100 calls per day whilst deescalating customer satisfaction concerns.
- Offered recommended phone plans based on customer data such as Messaging, Data usage, device, and information provided by the individual.
- Adjusted and set up APNs on both iPhone and Android, reset SMSC addresses to troubleshoot messaging services such as SMS and MMS, as well as blacklisted IMEIs, analyzed account settings that could impact customer's service with a callback rate of less than 10%.
- Created and submitted internal support tickets.

EDUCATION

CERTIFICATIONS

- Google Project Management
- Google Ads Creative
- Google Analytics
- Google Ads Search
- Google Ads Display

COLLEGE

- Associate's in Applied Science, Web Development at Wake Technical Community College (Currently Enrolled)