

Mario L. Lopez

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Target Roles Lead Technical Support Engineer | Operations Support | Technology Leader

PROVEN TRACK RECORD OF LEADING AND IMPROVING BUSINESS OPERATIONS WHILE EXECUTING INNOVATIVE SOLUTIONS.

Six years in delivering Project Management, Technical Expertise, and Team Leadership across numerous roles for global 1 technology and retail organization.

Technical Competencies

Adobe Photoshop Illustrator, Adobe InDesign, Microsoft Word, PowerPoint, Excel, CS3-5

Skills

Strategic Leadership & Planning, Business Process Improvements, Written Communication, Performance Metrics, Product Presentation, Wireless Technologies, Team Building, Computer / IOS Competencies, Project Management Functions, Training & Coaching, Customer Service

Professional Profile

Apple Inc. Start Date September (2014)

Obtained a series of progressions that increased my responsibilities to take on additional tasks to support organizational goals and profits. My background includes supporting roles as a Mac at Home Advisor, Operational Support, Technical Expert, Genius, Sales Specialist, Team Building, and more. This helped me contribute to the understanding and navigating of large corporate environments.

Significant skills in explaining and introducing complex, innovative concepts and resolving the challenges encountered in adapting to new technologies. Recognized for building alliances with partnerships across various departments within the industry by demonstrating the value of the products and services. Also provided end-to-end solutions with internal/external customers.

Position # 8 iPhone Tier 2 Supervisor/Tier 1 Mac plus At Home Advisor July (2020)

Provided the Maximum level of support for connectable devices, this meant ensuring customers had a solution at the end of the interaction or ways to reach me and my team directly with any recurring issues. Sometimes these issues meant escalating to our engineering team to potentially find any software bugs. Made repair exceptions for devices that were out of warranty or customer having a challenging circumstance

Position # 7 Mac plus At Home Advisor March (2020)

I have transitioned into this role shortly after the Covid-19 hit to help support organizational goals and to effectively continuing servicing customers. Part of my responsibilities as a Mac at Home Advisor is to assist customers with their product repair concerns while providing product knowledge to create a superb customer experience.

- Identify service repair issues on consumer Apple products while providing exiting technology-based solutions and/or creating repair tickets for customer drop-offs.
- Run product diagnostic to determine any device failures, or software installation issues for iPhones and other apple connectible devices.

Position # 6 Genius (2019)

Promoted to provide feedback on consumer connectible devices and hands-on technical support to help improve customers' technical usability experience. Excel at demonstrating business initiatives by motivating and mentoring new and existing employees on current business processes and procedures.