

# Jesse J. Holden

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## Profile

With 19 years in the industry, I have a proven record of success with a special focus in customer experience and overseeing technical support teams. I am extremely adaptable and hungry to learn, and always thorough with communications, meticulous with details, and tenacious with challenges.

## Work Experience

### **Regional Service Manager, Simply Mac; Portland, OR – 2015-2017**

I directly managed all Field Technicians and oversaw repair and support operations in all 23 stores in the West Region of America's largest Apple-Authorized Service Provider. I interviewed applicants, trained teams on both customer relations principles and technical knowledge, interceded directly in critical customer satisfaction situations, and partnered with Apple to provide guidance to Apple leadership on Service Provider-related programs.

**Accomplishments:** Consistently outperformed Central and East Regions in every metric, including certification and training, employee retention, customer satisfaction, Apple operational metrics, and controllable debits. I conceived and piloted several processes that became company standards; cutting loss, increasing profit, and prioritizing efficiency.

### **Director of Help Desk & Customer Care, The Mac Stores; Portland, OR – 2005-2015**

I developed, deployed, audited, and maintained technical and educational offerings and programs across all 10 stores, and supported the teams delivering them.

**Accomplishments:** Dramatically restructured The Mac Store's support offerings, resulting in 500% increase on sell-through, improved customer satisfaction, and reduced turnaround times. Oversaw successful development, beta testing, rollout, and ongoing training/support of a new point-of-sale and service tracking web application. Developed an internal service auditing process that helped The Mac Store become Apple's single highest-rated Premium Service Provider during my tenure.

## Skills

**Team Leadership:** Project management, process development and documentation, reporting and information design, employee technical and customer service training.

**User Support:** Troubleshooting and repairing software, hardware, and network configurations for desktop, laptop, and mobile platforms. Technical training scaled to user experience level.

## Software Experience

**macOS Server and related multi-platform technologies** including DNS, DHCP, LDAP, VNC, NetBoot, SMB, AFP, et cetera. ActiveDirectory & OpenDirectory experience. MDM experience includes first-party solutions like Apple Configurator, Workgroup Manager, Remote Desktop, et cetera, as well as JAMF / Casper. iOS, Windows, Android troubleshooting and integration.

**Design and publishing** including all common productivity and desktop publishing suites, and web publishing via HTML5/CSS as well as all common CMSes.

**Communication and ticketing systems** like Zendesk, Slack, Redmine, BlueJeans, etc.

## Certifications

Apple Certified Macintosh Technician (2009-present)

Apple Certified Technical Coordinator 10.6 *through* 10.11

Apple Certified Mac Integration Associate 10.6 *through* 10.11

Apple Certified Support Professional 10.5 *through* 10.11

iOS Service Qualification Certification and Apple Certified iOS Technician

Cisco Networking Academy Certification

Platinum NCRC Certification