

Toby's Cover Letter:

I have 7 years solid experience to provide technical support & failure analysis experience at Apple, familiar with Apple products manufacturing process. I'm interested in everything to help and communicate with others, to share ideas and learn new things, I can analyze and solve product technical issue and provide perfect customer service as well. I'm a life-long learner and enjoy reading, I have rich experience working at Apple with cross function team in Beijing/Shanghai/Cupertino, I've participated in Apply Pay program before launch in China, supported multi NPI Mac produces manufacturing and failure analysis.



7 years at Apple without a sick leave, I have strong sense of responsibility, with extraordinary customer service, cross function teamwork, technical support and failure analysis skills and I am physically and mentally healthy, full of enthusiasm and passionate about solving technical issues.

As an Apple Genius, I maintain customers' trust and made them stay with Apple as the skilled expert, troubleshooting and repairing all kinds of Apple products. I use problem-solving and people skills to assure Genius Bar customers of swift resolutions to their technical problems. I also educate my team members about products, while independently keeping your own technical know-how up to date. With my customer service brilliance and

empathetic nature, I provide Genius advice and support every day. I also provide insightful advice and friendly, hands-on technical support to Apple customers in need. I quickly diagnose product issues on the spot, explaining situations with patience and empathy.

I also have business acumen and good at developing Apple users, I've got "Apple Care Rockstar", "Apple Care Star" prize and honor, and I often engaged the cooperation with Apple Store Business team, win business customers trust.

As a representative of the Apple culture, I love to share, able to actively provide and accept feedback, not only participated in the Apple internal project on staff experience improvement and development, but also worked with leadership team to continuously improve the customer journey at Apple Store to enhance customer satisfaction. I was awarded the "Mac Service Star" and "Approach Model" honor at Apple Store.

I can learn new skills and knowledge quickly, and collaborate well with cross function team to get thing done.

Dec 2014, I joined China Apple Pay team as a QA engineer, collaborate with Apple Pay cross function team, China Union Pay and China banks to bring Apple Pay to China. I response for the Apple Pay app and system test, report issue, join the negotiating, coordinate the conference meeting and drive issues to be solved and.

Feb 2017, I worked with Apple Mac Product Quality team in QSMC as a Failure Analysis Engineer, to optimize the Mac and Apple TV remote manufacturing process and improve the next generation of products, through this experience I learnt more about Apple organization and management, cross function team work, manufacturing and innovation.

Jan 1st 2018, I was internal transferred to Mac Product Quality team as a In-Region FAE, and supported iMac Pro EFA(early field failure analysis) in Cupertino, engaged multi NPI Mac products in early phase of manufacturing, and helped CM factory benchmark FA process and optimized the test SOP to improve Mac product quality.