Toby Dai

Product Support Manager/ Presale Engineer/ IT System Engineer

Mac Failure Analysis Engineer/ Apple Genius

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Self Introduction:

I'd like to communicate with with people, listening their stories, and willing to share the idea of my own, I have the ability to analyze and solve product technical problems and provide professional and friendly service. I love reading, IT and believe in lifelong learning. I'm a good cross function team player and have work experience at Beijing/Shanghai/Cupertino headquarter in California at Apple, I'v participated in the early testing of Apple Pay system before it launch in China, supported multi NPI Mac manufacturing and failure analysis, and I also have the pre-sales support, implementation and project management capabilities for large corporate customers in the Mobile Information security industry.

Work experience:

Sep 2020 - Dec 2020 A Better Community（Shen Zhen）
Shenzhen, The project for China Learning Disabilities Association(CLDA) Digital Transformation, Project Consultant（Volunteer）
Help CLDA (A Non-profit organization dedicated for learning disabilities) integrate digital technology into their work and operation process, interact with potential members, and realize various activities innovation. Take advantage of the opportunities of new technology, help them establish their membership system for the learning disabilities parents, to help CLDA acquire insight analysis for organization development and influence increasing in the world.

Jul 2020 - Present ByteDance Inc.
Shenzhen, Global IT, Endpoint Management Engineer
Build out the corporation's global IT asset security management platform and standard, assist in recruiting team members and forming a endpoint engineering team.

December 2018 - Jul 2020   NationSky (Beijing) Information Technology Co., Ltd.
May 2020 - Jul 2020
Shanghai, Product Support Center Department, Product Support Manager
Responsible for building and developing the company's product support knowledgebase system, leading the work of the product support department.

December 2018 - April 2020
Shanghai, Product & Solution Center & Overseas Support Department, Pre-Sales Solution Engineer
Responsible for providing pre-sales technical support to the sales team, including product presentation, technical communication and demand collection.
Understand the functional and non-functional requirements of customers and provide the best overall solution.
Responsible for POC, pre-sales documentation and bidding for Nationsky UEM products.
Training partners.
Participate in overseas support business in Europe and America.

September 2018 - November 2018   Channel Advisor(Shanghai) Information Technology Co., Ltd., Shanghai, Software Support Team, Customer Support Analyst
Analyze and help customers solve any problems encountered in Channel Advisor's SaaS platform, ensuring that customers' businesses on all types of cross-border e-commerce sites continue to operate smoothly and enable customers to get the best service experience.

September 2011 - August 2018   Apple Inc.(China)
February 2017 - August 2018
Shanghai, Mac Product Quality Team, Mac Failure Analysis Engineer

At the Mac manufacturing facility, working closely with Apple's in-house engineering team and CM factory team, I experienced several Apple products from early prototype to mass production engineering validation stages, push milestones forward at each stage, and confirming the hot issues of big impact that each stage has for Mac products, analyze the cause of the failure, and prompt the teams to introduce corrective action together to continuously improve product quality.

Work with the EFFA(Early Filed Failure Analysis) team in the laboratory to verify the products returned by the customer in the market, and feedback the failure analysis results to the factory to improve the OQC(Outgoing Quality Control) process.

Bring the experience of directly solving problems for Apple customers to the factory production process, design test cases, improve the test process, and ensure that the OQC process can properly cover and intercept problems that customers may encounter.

September 2013 - January 2017
Beijing, Wangfujing Apple Retail Store, Genius Genius
As a Genius genius, my job is not just to get Apple products back up and running. It is also necessary to repair the good relationship with the customer and ensure that in every situation I deal with, I will finally get a smile that the customer is satisfied with.
I can handle the toughest problems and be able to answer them in fluent English. I diagnose hardware and software failures, provide basic customer training, and complete repairs in a timely manner. Last but not least, I am also a resident expert and mentor of my sales partners.

 · Solve problems on the spot when problems occur.
 · Provide face-to-face technical support to customers at Genius Bar, including hardware and software troubleshooting.
 · Troubleshoot and resolve Apple hardware and software problems.
 · Serving customers and dealing with product problems, care for the customers.
 · Complete repairs as soon as possible and return the product to the customer.
 · Master technical knowledge and become one of the people in retail stores who can provide technical advice to others.
 · Love customer service and are committed to providing services that exceed customer expectations.

December 2014 - June 2015
Shanghai, Apple Pay Team, Quality Assurance Engineer
Selected for Apple's internal career experience and joined the Apple Pay team as a Genius

Before the Apple Pay launch at China market, tested the Apple Pay system with the Apple Pay engineering team, the business team, China UnionPay and major banks in China, and coordinated the teams to solve the issues found, and finally successfully introduced Apple Pay to China.

September 2012 - August 2013
Beijing, Wangfujing Apple Retail Store, Technical Specialist

September 2011 - August 2012
Beijing, Xidan Joy City Apple Retail Store, Product Specialist

June 2011 - August 2011   Beijing Shiji Information Technology Co., Ltd.
System Integration Department, System Engineer
IT system integration support for several 5-star hotels.

Education:
September 2007 - June 2011
Hunan Institute Of Engineering
B.S. in Computer Science and Technology

Class Rank: Top 10 percent

Win 3rd Award in ACM Programing Competition

Candidate of National College Students English Speech Contest

Leader of the roller skating association

College football team-member

Project Experience：
Trainer of Apple Genius Talent Team

Participated in the early testing of Apple Pay in China, and finally coordinated UnionPay and top five banks in China to release Apple Pay in the Chinese market.

Participated in the failure analysis of Apple's iMac Pro at its first launch at North America, and cooperated with engineers at Apple's Cupertino headquarters laboratory to analyze hardware and software failures, feedback and improve product quality.

Participated in manufactureing of Apple's iMac, MacBook Pro, MacBook and Apple TV remote control, from the prototype to the mass production of different engineering stages, has the failure analysis, manufacturing, testing and continuous improvement of quality control experience.

Participated in customer exchanges, POC and bidding for large-scale UEM projects such as Shanghai Bank of Communications and Shanghai Electric Group, has the implementation and deployment skills of Mobile Information security products, the pre-sales support system construction capability, and the guidance support experience, implementation and project management for the large enterprise customers.

Life Hobbies:
Reading, Traveling, Electronical Products, Football

Other Skills:
Apple Certified Mac&iOS Technical Support Expert

Qualification Certificate of Computer and Software Technology Proficiency - Network Engineer

5 years of customer support for Apple products and the ecosystems

Professional and friendly customer experience and service

Fluent English writing and speaking

Excellent cross-team, cross-cultural, cross-industry and global communication and collaboration skills

Strong willingness to learn and passion

Computer hardware and software failure analysis, data analysis, experimental design

6-Sigma, Process and Quality Management and Improvement

Windows&Linux system operation and maintenance deployment experience

戴 勉

产品支持经理/ 售前解决方案工程师/ IT系统工程师

Mac故障分析工程师/ Apple 天才

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自我介绍：

我喜爱与人交流、倾听他人故事，也乐于分享自己的想法，有能力分析和解决产品技术问题并让客户感受到专业和友好的服务，我喜爱阅读，IT技术，信奉终身学习，在苹果公司北京/上海/美国加州Cupertino总部均有跨团队合作的工作经历，曾参与Apple Pay系统早期在中国的测试，参与了Apple多款新Mac电脑的制造和故障分析，还拥有对移动信息安全领域企业大客户的售前支持、交付部署能力。

工作经历：

2020年9月 - 2020年12月 美好社会咨询社（深圳）
深圳，学爱会数字化转型项目，项目咨询师（志愿者）
帮助 "学爱会"（致力于帮组学习困难群体的公益组织）将数字技术技术融入到他们的工作和运营过程中，与潜在会员进行互动，并实现各种活动的创新。 充分利用新技术的机会，帮助其建立家长会员体系，帮助学爱会获得未来自身发展和增强影响力的洞察力分析

2020年7月 - 至今　ByteDance Inc. 字节跳动（中国）
深圳，Global IT，终端管理工程师
建立公司的全球IT资产安全管理平台和标准，协助招聘人员，组建终端工程团队

2018年12月 - 7月　NationSky. 启迪国信(北京)信息技术有限公司
2020年5月 - 7月
上海，产品支持中心部门，产品支持经理
负责建立和发展公司产品支持知识体系，领导产品支持部门工作

2018年12月 - 2020年4月
上海，产品及解决方案中心&海外支持部，售前解决方案工程师
负责给销售团队提供售前技术支持，包括产品宣讲、技术交流和需求采集工作
理解客户的功能性与非功能性需求，提供最佳整体解决方案
负责 Nationsky UEM 产品的 POC、售前文档以及招投标等工作
培训合作伙伴
参与欧洲及美洲的海外支持业务

2018年9月 - 2018年11月　Channel Advisor. 畅路销(上海)信息技术有限公司
上海，软件支持团队，客户支持分析师
分析和帮助客户解决在Channel Advisor的SaaS平台所遇到的任何问题，确保客户在各类跨境电子商务网站的业务能持续顺畅运营，并使得客户获取最佳服务体验。

2011年9月 - 2018年8月　苹果（中国）公司
2017年2月 - 2018年8月
上海, Mac产品质量团队，Mac故障分析工程师
在Mac制造工厂，和Apple内部工程师团队及CM工厂团队一起紧密合作，经历多款Apple产品从早期原型机到量产各工程验证阶段，推进每一个阶段的里程碑，确认各阶段对Mac产品有较大影响的热点问题，分析故障原因，并促使各团队一起导入整改措施，以持续改进产品质量。

和先期市场故障分析团队在实验室验证市场的客户退回的产品，将故障分析结果反馈给工厂以改进出货的质量管理（OQC）流程。

将直接为Apple客户解决问题的经验带到工厂生产流程中，设计测试案例，改进测试流程，确保OQC流程能有恰当测试能覆盖和截住客户可能遇到的问题。

2013年9月 - 2017年1月
北京，王府井苹果零售店，Genius天才
作为 Genius 天才，我的工作不仅是让 Apple 产品恢复正常运转。还要修复与顾客的良好关系，确保在我所处理的每一种情况下最终都能得到顾客满意的微笑。
我可以处理最棘手的问题，并能以流利的英文解答。我诊断硬件与软件故障、提供基础客户培训，并及时完成维修。最后一点，但同样重要的是我还担任销售伙伴的常驻专家与良师。
·问题发生时，当场解决问题。
·在 Genius天才吧向顾客提供面对面的技术支持，包括硬件和软件故障诊断。
·对Apple硬件和软件进行故障诊断并解决。
·接待顾客并处理产品问题，急顾客之所急。
·尽快完成维修，并将产品返还给顾客。
·掌握技术知识，成为零售店中能为他人提供技术咨询帮助的人员之一。
·热爱顾客服务，并致力于提供超出顾客预期的服务。

2014年12月- 2015年6月
上海，Apple Pay 团队，质量保证工程师
入选Apple内部职业体验，作为Genius身份加入到Apple Pay团队
Apple Pay在中国市场发布前，和Apple Pay工程团队、商务团队、中国银联及中国的主要银行一起测试
Apple Pay系统，并协调各团队解决发现的问题，最终成功将Apple Pay引入中国。

2012年9月 - 2013年8月
北京，王府井苹果零售店，技术专家

2011年9月 - 2012年8月
北京，西单大悦城苹果零售店，产品专家

2011年6月 - 2011年8月 北京石基信息技术有限公司
系统集成部门，系统工程师
多家5星级酒店的IT系统集成支持。

教育：
2007年9月 - 2011年6月
湖南工程学院
工学学士：计算机科学与技术

在校成绩：前10%

ACM程序设计大赛3等奖

大学生英语演讲比赛候选人

轮滑协会负责人

院足球队队员

项目经历：

苹果Genius天才团队的培训师。

参与了Apple Pay在中国区的早期测试，并最终协调银联及中国前五大银行在中国市场发布Apple Pay。

参与了Apple的iMac Pro在北美首发产品的故障分析，前往Apple加州库比提诺总部，协同实验室工程师团队现场分析软硬件故障，反馈并改进产品生产质量。

参与了Apple的iMac、MacBook Pro、MacBook机型及Apple TV遥控器制造，从原型机到量产所经历的不同工程阶段，拥有故障分析、制造、测试及质量管控持续改进等经验。

参与了上海交通银行、上海电气集团等大型UEM项目的客户交流、POC和招投标工作，拥有移动信息安全产品的实施部署技能，售前支持体系建设能力，及企业大客户引导支持、交付部署、项目管理经验。

生活爱好：

阅读, 旅行, 电子产品, 足球

其它技能：

Apple认证的Mac和iOS技术支持专家

计算机技术与软件专业技术资格-网络工程师认证

5年苹果产品及其生态系统的客户技术支持

专业和友好的顾客体验和服务

流利的英语书写和口语

优秀的跨团队跨文化跨行业的全球化沟通及协作能力

强烈的学习意愿和热情

计算机软硬件故障分析, 数据分析, 实验设计

6-Sigma，流程及质量管理和改进

Windows&Linux系统运维部署经验