

JEFF C. BUGBEE

<https://bugbee.me> • 503-998-7711 • bugb@me.com

SENIOR SYSTEMS TECHNICIAN

Customer and team-focused technician with many years of empathic problem-solving experience.

Technically diverse professional with a noted history of deciphering customer issues while executing team-envisioned technical solutions. Highly regarded for handling multiple deadline-based assignments concurrently while delivering each one on time. Broad knowledge of Apple operating system software and device hardware troubleshooting, application support, issue resolution, and hardware repair resolution.

Adept in all aspects of calmly resolving user and device-related issues. Excellent leadership abilities; able to maintain trusted rapport with clientele while delivering a high-quality service. A life-long student of technology who keeps pace with advancements, standards, and current practices within the industry. Skilled in the analysis of user device administration, support documentation, implementation, and deployment.

Quick Problem Solving / Empathy & Rapport Building / Inventory Management

Team Support and Training / Jargon Translation / Device Management

Hardware Repair / Technical Sales / Coaching and Feedback

TECHNICAL PROFICIENCIES

Platforms: macOS, iOS, tvOS, WatchOS, Windows, Ubuntu

Tools: HTML/CSS, Javascript, MDM Profile Management, Certified Apple Hardware Repair Technician, User Device Setup, Networking, Documentation

Software: JAMF, iWork, Google Workspace, Microsoft 365, Adobe Suite, Final Cut Pro, Apple Shortcuts

PROFESSIONAL EXPERIENCE

Apple Inc. Retail, Technical Specialist/Expert/Genius

(07/2017 – Present)

Solid customer relationship repair strategies, aligning with customer concerns while providing assured solutions for all Apple devices. Focus on team development with an emphasis on mentoring fellow crew concerning customer problem solving and solution advice in addition to team role growth.

Key Achievements:

- Eighteen-minute average resolution turnaround time while offering genuine concern for complete and personalized customer solutions.
- Rates consistently at 100% satisfaction with issue resolved via customer surveys.
- Gathers team feedback to create problem solving techniques for complex situations.
- Translates technical terminology into commonly known colloquial terms.

Continued...

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Bugbee Web Design, Web Strategist & Designer

(06/2010 – 07/2017)

Manage full-service web agency engaged in creating, designing, integrating, and implementing websites as well as strategic planning for digital platforms. Other duties include producing print ads, flyers, posters, signage, and additional marketing tools, developing e-commerce stores, and defining Content and SEO strategies. Client relationship management prioritizing satisfaction.

Key Achievements:

- Increased sales by as much as 20% for clientele year-over-year.
- Created successful click-through campaigns resulting in 111% upswing in rates.
- Deployed software solutions to align with client workflows increasing successful outcomes.
- Cater to customer specifications and build out services to deepen client relations.
- Customized web-based software to securely sell hundreds of products.

EDUCATION, SERVICE, AND TRAINING

Bachelor of Arts in Moving Image Arts

Concentration in Film Arts, Sculpture, College of Santa Fe, Santa Fe, New Mexico

Volunteer Experience

Volunteer Videographer/Editor – FlyingFocus Video Collective

Recycling Program Organizer – College of Santa Fe

Technical Certifications

Apple Certified Technician, Front-End Formations / Front-End Foundations

Professional Development

JAMF 100 training — Software Development / Project Management training, Udemy

Front-End Web Development – [TeamTreehouse.com/jeffbugbee](https://www.teamtreehouse.com/jeffbugbee)