

JASON BOSWORTH

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EXPERIENCE

2022 Walmart eCommerce

Resolution Coordinator III, Proactive Care

- Research and develop solutions to prevent negative customer impact.
- Respond to escalations and assist other teams by analyzing data and providing a resolution.
- Develop processes that drive down customer contact and provide a positive customer experience.

2020 Transcom - Apple

Tier 2 Senior iOS / Mac+ Advisor

- Effectively support and provide service to customers using iOS and macOS devices, including Apple ID account related issues.
- Accept incoming escalation calls from Tier 1 advisors when requested.
- Assist customers with hardware and software issues with their devices, de-escalate and resolve difficult situations when they are presented, and escalate complex issues to Engineering when necessary.
- Utilize company internal tools to resolve customer issues and communicate with support staff.

2018 Rare Earth Farms Food Truck

Chef / Driver

- Inventoried food, ingredient and supply stock to prepare and plan vendor orders and large events.
- Prepared meals from scratch using authentic, popular recipes to generate repeat business.
- Monitored line processes to maintain consistency in quality, quantity and presentation.
- Drove food trucks to and from events.

SKILLS

SERVSafe

- Manager.-Exp. 6/4/23

Operating Systems

- Linux
- Windows
- MacOS

Languages

- HTML
- CSS
- Javascript
- Python
- SQL
- C++

Apple

- iOS
- MacOS
- iPadOS
- WatchOS
- Apple ID

Software

- Microsoft Excel
- Azure
- DBeaver
- VSCode
- OBS Studio
- Davinci Resolve
- GIMP / Inkscape