Dylan Jackie

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EXPERIENCE

Senior Operations Manager | Back Market, Inc | Brooklyn, NY | May 2021 - November 2023

- **Launched the U.S. Innovation Lab:** Directed the creation of the U.S. Innovation Lab to elevate quality standards for over 1,000 domestic and global sellers. This lab became a key resource for sharing best practices and enhancing product and service quality across the Back Market platform. New quality control methods and collaborative efforts led to significant improvements in product standards.
- **Enhanced Seller Capabilities:** Designed and implemented a range of innovative software and hardware solutions that reduced defective issues by at least 20% annually. These strategic upgrades included tools for defect tracking and improved repair processes, helping sellers boost product quality and better meet customer expectations.
- **Provided Hands-On Support:** Delivered direct support to more than 25 top sellers, focusing on optimizing warehouse management, repair processes, and customer service operations. This hands-on approach ensured smooth operations and adherence to high quality and efficiency standards.
- **Boosted Customer Satisfaction:** Applied technical expertise to resolve complex customer issues, resulting in a 15% increase in customer satisfaction ratings. Effective problem-solving and support efforts greatly enhanced both customer and seller experiences.
- **Mentored Interns:** Established and managed the first U.S. intern program at Back Market, offering guidance and support to a group of interns. The program provided valuable industry experience and contributed to the professional growth and development of emerging talent.

Genius / Genius Administrator | Apple, Inc | New York, New York | June 2010 - April 2021

- **Excelled in Customer Service & Technical Support:** Delivered exceptional service at one of Apple's busiest Genius Bars, located in New York City. Handled over 300 customer inquiries and technical problems weekly, maintaining a customer satisfaction rate of 95% in a high-pressure, fast-paced environment.
- **Streamlined Processes:** Innovated and implemented efficient processes that reduced repair turnaround times by 50%, achieving turnaround times of under 2 hours. These improvements enhanced the performance of a team of 20+ Genius Bar technicians, significantly improving the overall customer experience in a flagship Apple store.
- **Managed Data with Precision:** Carefully maintained records of customer interactions, appointments, and inventory for one of Apple's largest retail locations. This thorough data management ensured smooth operations, effective tracking of issues across 1,000+ service appointments monthly, and supported efficient decision-making processes.
- **Coordinated Training Programs:** Organized and supported numerous training sessions annually, ensuring that a team of over 50 technicians and support staff mastered the latest technologies and service protocols. This role provided crucial support in maintaining the high standards of service expected at Apple's premier retail location.
- **Protected Confidentiality:** Ensured the highest level of confidentiality when handling sensitive information related to high-profile and celebrity clients. Maintained strict privacy protocols and safeguarded personal and operational data, reinforcing trust and discretion in managing sensitive cases.
- **Fostered Team Collaboration:** Fostered a collaborative team environment by actively supporting colleagues in solving complex technical issues. Enhanced team cohesion and problem-solving capabilities, leading to a 25% improvement in session times and strengthening customer support effectiveness.

QA Frontline Support Role - Internal Contact Support | Apple, Inc | New York, New York | March 2020 - December 2020

- **Operational Stability:** Selected for an out-of-role position during COVID-19 to help stabilize operations. This role required adaptability and a proactive approach to managing new challenges.
- **Frontline Support:** Provided efficient and thorough frontline support to internal contacts, resolving 90% of inquiries on first contact and maintaining a satisfaction rating of 95% or higher. This role involved effective troubleshooting and timely escalation of complex issues.
- **IVR Management:** Managed the recording, conversion, uploading, and maintenance of new Interactive Voice Response (IVR) prompts and hold music. This responsibility ensured a professional and consistent customer experience.
- **Onboarding Documentation:** Developed comprehensive onboarding documentation to support new hires during the uncertain circumstances of the global pandemic. This documentation ensured a smooth and effective transition.

Product Manager | AppleCare Channel Service Systems | Cupertino, CA | June 2018 - December 2018

- **Product Releases:** Led cross-functional teams to successfully deliver multiple end-to-end product releases for internal Genius Bar applications such as MobileGenius and Repair Central. These projects involved coordinating with various stakeholders and ensuring timely delivery.
- **Testing & Validation:** Prepared comprehensive test scripts, bug reports, and prioritization plans for User Acceptance Testing (UAT) and Production Validation Testing. These efforts resulted in a 20% increase in test coverage and improved product quality.

- **Hands-On Support & Collaboration:** Applied technical expertise to collaborate closely with cross-functional teams during pilot testing phases. Provided hands-on support for technicians, facilitated quick onboarding, and made real-time adjustments based on immediate feedback. This approach ensured the successful and timely delivery of high-quality software solutions, driving effective implementation of new features and enhancements.
- **Documentation & Communication:** Developed detailed documentation and Keynote presentations to communicate rollout changes. These materials improved understanding and informed decision-making for Genius Bar staff and managers.

Visual / UX Designer | Apple Retail Marketing | Cupertino, CA | June 2013 - December 2013
- **Facilitated Design-Development Collaboration:** Ensured clear and effective communication between design and development teams, aligning visions with technical capabilities.
- **Developed Prototypes:** Created detailed visual design prototypes for internal and customer-facing iOS applications, enabling managers, developers, and executives to refine and approve designs.
- **Designed Apple Store App for iPad:** Contributed significantly to the initial visual design of the Apple Store App for iPad, integrating functionality with a highly user-friendly interface.
- **Adapted to New Design Language:** Quickly transitioned to the flat design style of iOS 7, maintaining design consistency and visual relevance throughout the update.
- **Collaborated on Cross-Functional Teams:** Worked closely with product managers, developers, and marketing specialists to ensure successful project execution and implementation.
- **Enhanced User Experience:** Focused on creating intuitive and engaging design solutions, significantly improving the overall user satisfaction of Apple's retail applications.

EDUCATION

- **MS, Agile Project Management | Northeastern University**

Boston, MA | 2020

- **BA, Graphic / Information Design | Central Connecticut State University**

New Britain, CT | 2013

CERTIFICATIONS

Product Management Certification | General Assembly | 2017

Apple Certified Mac Technician | Apple, Inc | 2016

Apple Certified iOS Technician | Apple, Inc | 2010

SKILLS

Operations Management, Project Management, Process Improvement, Documentation & Reporting, Testing & Validation, User Research, Presentation & Communication, Coaching & Mentoring, Technical Skills (SQL, Python), Design & User Experience, Customer Support & Satisfaction, Strategic Planning, Team Collaboration, Data Analysis, Workflow Optimization, Agile Methodologies, Cross-Functional Team Leadership, Change Management, Quality Assurance, Client Relations, Technical Troubleshooting, Software Development Life Cycle (SDLC), Inventory Management, Mentorship & Talent Development, Business Process Reengineering, Risk Management, Performance Metrics & KPIs, Stakeholder Engagement, Training & Development, Systems Integration, Product Lifecycle Management, Customer Experience Enhancement, Visual & Graphic Design, User Interface Design