

# Antonio Latte

Austin, TX | (786)247-2262 | Latteblonvala@gmail.com | [AntonioLatte.com](https://AntonioLatte.com)

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Detail-oriented and skilled technical expert with experience in cross-functional collaboration, technical troubleshooting, and documentation management. Adept at driving projects from conception to execution, I thrive in high-pressure environments and am passionate about ensuring resilient, reliable systems and exceptional user experiences.

**EDUCATION:** Florida International University: Bachelor of arts in Digital Media.

**CERTIFICATIONS:** Linux System Administration with IBM Power Systems.  
Fundamentals of Red Hat Enterprise Linux 9 from Red Hat.  
Introduction to Containers w/ Docker, Kubernetes & OpenShift from IBM.  
Prompt Engineering for ChatGPT from Vanderbilt University.  
Google UX Design Professional.

**SOFTWARE & TOOLS:** RHEL 9, Centos 7, Linux, macOS, iOS, iPadOS, Windows 11, HTML, JavaScript, CSS, C++, Adobe Creative Suite (Photoshop, Illustrator, Premiere Pro, Final Cut Pro, After Effects), Figma, Excel, Keynote.

**KEY SKILLS:** Cross-Functional Collaboration, Project Planning, Time Management, Status Reporting, Technical Writing and Editing, Troubleshooting, Incident Resolution, Server Maintenance, Service Recovery, Ability to handle high-pressure situations, Clear and effective communication with diverse teams.

## **PROFESSIONAL EXPERIENCE**

### **Zendesk**

*Technical Support Engineer*

**Austin, TX**

*March 2025 – Present*

- Delivered expert technical support for complex SaaS environments across live chat, email, phone, and video platforms, consistently resolving issues with empathy, clarity, and a customer-first mindset.
- Took full ownership of customer escalations, leveraging strong knowledge of APIs, HTML, and authentication technologies (e.g., SAML, JWT) to troubleshoot effectively and advocate for user-focused solutions.
- Collaborated cross-functionally to address product and service challenges, while continuously contributing to internal knowledge bases and mentoring teammates to enhance support delivery and self-service resources.

**Apple**  
*Technical Specialist*

**Austin, TX**  
*Oct 2023 – March 2025*

- Repaired customer relationships by explaining technical problems in an understandable way and explaining user errors without condescension.
- Troubleshoot and diagnosed Apple hardware and software.
- Balanced the priorities of Genius bar efficiency and customer experience by creating genuine connections in a timely manner.
- Displayed exemplary composure under pressured circumstances while addressing customer complaints.
- Identified customer needs and presented multiple personal solution options.
- Actively pursued personal learning and development opportunities, while working with management to share best practices for sales and customer service with other team members to help improve the store's efficiency.

*Technical Writer*

*Jun 2024 – Nov 2024*

- Updated and wrote new documentation for troubleshooting steps and maintenance procedures, resulting in improved team performance, faster incident resolution times, and enhanced onboarding for new team members.
- Worked closely with cross-functional teams to troubleshoot and restore critical services, ensuring rapid recovery of infrastructure in a high-stakes environment.
- Conducted thorough validation of hardware repairs in coordination with vendors, ensuring that services were restored effectively and in compliance with operational standards.

*Product Zone Specialist*

*Jul 2022 – Oct 2023*

- Created complete solutions for customers by correctly matching products and services to their needs by asking open-ended questions as well as listening to their concerns.
- Achieved a 100% Team member score for Q3 2023 while receiving more than 30 comments.
- Balanced Apple's priorities of professionalism and human connection to create memorable customer experiences.
- Anticipated customer needs and objections to possible solutions and acted quickly and accordingly.

**Institute of Water and the Environment, FIU**  
*Research Assistant, Video Editor*

**Miami, FL**  
*Mar 2020 – Dec 2020*

- Designed and maintained published websites and online forms utilizing HTML, JavaScript, and CSS.
- Remotely produced, edited, and delivered graphics for videos as well as social media content while maintaining deadlines.