

Antonio Latte

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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

Apple

Austin, TX

Technical Specialist

Oct 2023 – Present

- 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.

Quick Pic Tour

Austin, TX

Real Estate photographer

Aug 2021 – Jul 2022

- Coordinated scheduling with clients and other stakeholders to ensure timely and efficient photo shoots.
- Captured high-quality interior and exterior photos of properties, using professional lighting and composition techniques to showcase their best features.
- Edited and retouched photos in post-production to enhance their visual appeal and meet client specifications.
- Delivered completed photo galleries to clients on time and within budget.

Institute of Water and the Environment, FIU

Miami, FL

Research Assistant, Video Editor

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.
- Gained expertise in hardware maintenance, ensuring that all video equipment was effectively cared for.