

Alex Guichet

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Passionate and detail-oriented worker. Possesses a deep enthusiasm for apps and services, and the ways they impact the world around us. Inspired by technology and its role in making people productive and happy. A collaborative team player that is easily excited by any topic. Seeking to leverage my past experience to fulfill any team's needs.

WORK EXPERIENCE

INFRASTRUCTURE ENGINEER, APP REVIEW, APPLE, INC. — SUNNYVALE, CA **MAR 2017 – APR 2019**

- Built and owned a web-based incident response tool, Compass, which facilitated escalation workflows. Through ownership of this tool, helped grow it to serve multiple workflows which suit the evolving needs of the App Review business. Managed expectations of internal teams while roadmapping new features for their teams.
- Served as a lead on-call engineer, and built alarms to track and respond to system issues.
- Wrote JS automation scripts which run against app submissions to help identify and flag specific data points—such as whether an app will run in native resolution on iPhone X, or has the appropriate terms and conditions in the app description for Auto-Renewable Subscriptions.
- Passionately cared for the design and user storytelling of other App Review tools maintained by our team.
- Offered technical expertise to internal App Review teams, and traveled to Ireland on multiple occasions to support all App Review tools internationally.

APP REVIEW SPECIALIST, APP REVIEW, APPLE, INC. — SUNNYVALE, CA **SEP 2015 – MAR 2017**

- Processed queue of app and game submissions to determine compliance with App Review Guidelines. Communicated feedback and app rejections in order to help bring their apps closer to Apple's expectations for the store. Worked within Apple's proprietary CMS.
- Kept pace and maintained quality in a fast-paced and constantly evolving environment.
- As a games-focused reviewer, I focused on high-value brand partnerships as they were submitted to App Review. Led the review team responsible for identifying misleading apps which leveraged these properties. Provided direction to this team, and assigned these apps for review.

GENIUS, APPLE, INC. — SAN JOSE, CA **JUL 2014 – SEP 2015**

- Worked to provide quality service and support for macOS and iOS devices at the Genius Bar. Triaged issues and offered precisely the right solution to fit a customer's needs.
- Learned new systems on the fly, and adapted to new updates and changes quickly.
- Mentored colleagues by seeking to understand their level of knowledge, explained complex technical concepts in plain English, and actively provided feedback in an ongoing basis to help the team grow.

GENIUS ADMIN, APPLE, INC. — COSTA MESA, CA **JUL 2011 – JUL 2014**

- Owned the day to day operations and organization of the Genius Room and served as the primary point of contact for customers with repairs checked in at our store.
- Listened to customer concerns, and fought for exceptions and updates to policy when I felt it would create a better overall customer experience.

SKILLS

- Data analysis experience with SQL
- Experience building Splunk searches
- Programming experience in PHP, JS, HTML, & CSS
- Communications experience following a house style
- Escalation and Incident Response Management
- Embraces change in a rapidly evolving environment

EDUCATION

George Mason University, Fairfax, VA — Computer Science — 2010 – 2011
Mater Dei High School, Santa Ana, CA — Class of 2010