



## Kevin Bebee

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### Profile

Thank you for taking the time to review my resume. Here are some key points that give you a quick overview of who I am:

- I am well versed in data structure, data gathering, as well as data visualization and presentation, which was key as the AppleCare Global Business Analyst for the iTunes Music Store.
- As a manager, I've overseen large scale technical projects, managed nearly 200 people, and worked with large budgets.
- I have spoken to crowds of 500 or more giving informational presentations and awards and regularly presented at meetings with 10 - 30 people giving technical analysis.
- I am adept, highly technical, and comfortable working as an individual contributor or on a large team. This is supported by my deep background in customer service.

### Experience

#### **BUSINESS ANALYST (ASIA PACIFIC), APPLE INC. - SINGAPORE, APRIL 2016 - NOV 2017**

Investigative analysis in support of all Apple products in S.E. Asia, China, and Japan. This included fraud, issue trends, new product performance, site/vendor performance, and customer trends.

Key participant in quarterly business reviews, developed presentations for Sr. Management (Director Level), led meetings, developed processes, developed reporting to fill needs within the business, and contributed to cross functional meetings that supported decisions to guide internal process and procedure at the highest level of AppleCare.

- Built Live Tableau Dashboards by querying SQL backend to create reoccurring reports to analysis of call driver data, employee utilization data, site performance data, customer behavior data, as well as system performance data.
  - Utilized complex SQL queries for adhoc analysis of call driver data, employee utilization data, site performance data, customer behavior data, as well as system performance data.
  - Employed an array of presentation tools to deliver information at Daily, Weekly, and Quarterly meetings.(Keynote, Excel, Tableau)

- Documented process and procedure on call/chat/email flows arriving at call center.

**BUSINESS ANALYST (ITUNES/IOS APP STORE), APPLE INC., AUSTIN, JAN 2010 - JAN 2016**

Global investigative analysis in support of iOS and iTunes Store. This included fraud, issue trends, new product performance, site/vendor performance, and customer trends.

Key participant in quarterly business reviews, developed presentations for Sr. Management (Director Level), led meetings, developed processes, developed reporting to fill needs within the business, and contributed to cross functional meetings that supported decisions to guide internal process and procedure at the highest level of AppleCare.

- Worked hand in hand with fraud teams to glean insights into global fraud. This involved combing through big datasets with manual queries to acquire raw data that was then translated into digestible analysis.
- Developed reporting and Tableau Dashboards for global iTunes/iOS team
- Reported on Email, Chat, and Phone interactions via call driver data, employee utilization data, site performance data, customer behavior data, as well as system performance data.

**INTERNET SERVICES AREA MANAGER APPLE INC., AUSTIN, JAN 2008 - MAY 2010**

Managed day to day operations of support teams for all of Apple's consumer internet offerings (.Mac/ MobileMe/iCloud). Division consisted of 8 managers overseeing 170 AppleCare email/chat support advisors.

Responsibilities included but weren't restricted to: headcount management, budget utilization, ensuring division performance met high standards, hiring and developing team managers, communications with product engineers, overseeing projects and interfacing with project management and staff, as well as Daily/Weekly/Monthly/Quarterly meetings.

- Key participant in first AppleCare deployment of a wide scale online chat solution using LivePerson. This successfully served as a testing ground for customer chat implementation across AppleCare.
- Key participant in conversion from LivePerson to internal chat solution. I was gave direct input on design, flow, and business need. Worked hand in hand with project management team as well as engineering team.
- Key participant in system conversion from .Mac to MobileMe backend (Project Management and business liaison)

**APPLECARE TEAM MANAGER APPLE INC. AUSTIN, JAN 2001 - JAN 2008**

Managed day to day productivity of a 20 person phone support team supporting a wide range of Apple products. Participated in 1x1 performance reviews, annual reviews, ran team meetings, and ensured all training and metrics were at a high level.

**PREVIOUS WORK EXPERIENCE UPON REQUEST, JULY 1992 - JAN 2001**

(Details upon request) AC Field Services, AppleCare Coach, AppleCare Advisor, Typesetter, Billboard maker.

## Education

Associates Degree in Graphic Design, ACC - Austin, Jan 1995 - Jan 1998

Fine Arts (Unfinished), Lamar University - Beaumont, TX Jan 1992 - Jan 1994

## Skills

- Project leadership
- Graphic design
- FileMaker
- JavaScript
- Tableau
- Visual Studio
- Technical Support
- PHP
- Mac OS
- Microsoft Excel
- Business Analysis
- Team Management
- iOS
- SQL