carlos cuevas

Education

University of Illinois at Chicago
Bachelor of Design in Graphic Design
Minor in Studio Arts

Joliet Junior College
Web Design & Social Media

Skills

Stakeholder Management
Root Cause Problem Solving
Project Management
Presentation Design/Presenting
Communication
Troubleshooting
QA

Certifications

Apple Certified iOS Technician
Samsung Certified Level 2 Technician
WISE Certified Level 2 Technician

Contact

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Experience

Uber
Senior COE Specialist II, Consumer Messaging
January 2023 — Present

- Investigate consumer accounts, payments, and security for tailored resolutions.
- Identify root causes and resolve complex issues escalated by BPO specialists.
- Flag customer pain points and close support logic gaps to prevent future escalations.

Senior COE Specialist I, HiPo SORT
June 2022 — December 2022

- Monitor social media for high-potential safety concerns.
- Escalate and route issues to appropriate teams for resolution.
- Identify trends, report on insights, and propose process improvements.

Warby Parker
Optician Apprentice
September 2021 – June 2022

- Perform tailored frame adjustments to optimize comfort and clarity.
- Identify opportunities to introduce exam and contact lens offerings.
- Style guests within prescription and lifestyle needs.
- Facilitate patient check-in and insurance reimbursement process.

Asurion
Service and Repair Consultant
March 2020 — May 2021

- Perform in-store screen and battery replacements.
- Facilitate claims for replacement devices and manage parts inventory.
- Provide technical chat support for AT&T ProTech users.
- Identify opportunities to offer extended warranty services.

Apple
Technical Specialist
April 2016 — January 2017

- Provide troubleshooting support for Genius Bar reservations.
- Triage repair solutions and allocate replacement parts.
- Facilitate guest check-in and repair pick-up.
- Partner with team leads to identify multi-tasking opportunities.