

# Hugues R. Boyer

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**Operations & Project Management Professional | Design Systems & Quality Assurance**  
**10 Years at Apple**

## ABOUT ME

Design Program Manager seeking roles in Creative Operations at growing tech companies. 10 years at Apple managing 150-250 escalations/week with 95% SLA compliance taught me that great creative work dies in broken processes. I've spent the last 2 years building the bridge: understanding what designers need, what operations demands, and how to make both work. I don't just coordinate, I fix the system that makes coordination impossible. Looking for opportunities to apply that to product launches, campaign execution, and creative teams at scale.

## CORE COMPETENCIES

### Operations & Project Management

- Cross-Functional Team Coordination
- Escalation & SLA Management (95% success rate)
- Process Documentation & Optimization
- Stakeholder Communication & Alignment
- Project Scoping & Timeline Management

### Design & Quality Assurance

- User Research & Testing Coordination
- Design Systems & Brand Guidelines
- Quality Assurance & UAT
- Wireframing & Prototyping
- Creative Brief Development

### Technical Skills

- Adobe Creative Suite (Photoshop, Illustrator, InDesign, XD)
- Agile Methodologies & Sprint Planning
- Bug Tracking & Test Case Development
- Figma, Sketch
- Languages: English, French, Haitian Creole (fluent)

## PROFESSIONAL EXPERIENCE

### APPLE INC. | Austin, TX | 2015 – Present

#### Tier 3 Order Admin & Operations Specialist

##### *Core Responsibilities:*

- Manage 150-250 high-priority business and executive escalations weekly, maintaining 95% SLA compliance across global operations
- Lead root-cause analysis and process improvements for complex shipment, vendor quality, and customer satisfaction issues
- Collaborate with cross-functional teams (engineering, retail, operations, creative) to resolve escalated cases within 24-48 hours
- Authored and implemented 5+ operational procedures, standardizing workflows and reducing resolution time across team
- Provide strategic, customer-centric solutions to executive-level cases, consistently exceeding expectations
- Pivot across business units to support operational needs beyond core responsibilities, demonstrating flexibility and business acumen

*Full-Time Rotations & Special Projects:*

**Response Validation Specialist, RCC Optimization | 6 months, 2024**

*Core Responsibilities:*

- Executed comprehensive test plans to validate accuracy and performance of machine learning systems
- Partnered with engineering teams to investigate, debug, and document issues within testing and feedback platforms
- Coordinated cross-functional communication on testing progress, blockers, and status updates
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**Software Quality Engineer, IS&T Retail Apps QA | 6 months, 2023**

- Developed and executed test cases and test plans for internal and customer-facing retail applications
- Managed quality assurance process for applications prior to deployment in retail environments worldwide
- Identified and documented bugs, providing actionable feedback to improve core applications and user experience
- Collaborated with product and engineering teams to ensure high quality standards and customer satisfaction

**User Acceptance Testing Specialist, Retail Systems | 6 months, 2017**

- Led UAT validation for retail software systems, ensuring readiness for global deployment
- Developed testing protocols and documented findings for product and engineering stakeholders
- Coordinated with cross-functional teams to address issues and improve system performance pre-launch

**ADDITIONAL EXPERIENCE**

**Freelance Design Consultant | 2005 – 2023 (Part-time)**

Provided brand identity, marketing design, and digital design services for small businesses, organizations, and events while maintaining full-time role at Apple.

*Key Engagement:*

- **Primary Client (2020-2023):** 30 hours/week designing event marketing materials, managing project timelines, client feedback cycles, and delivery schedules. Produced 500+ deliverables including promotional flyers, social media assets, and brand materials.

*Additional Projects:*

- Designed logos, business cards, banners, and digital assets for local businesses
- Created event marketing materials for recreational and promotional campaigns
- Managed client relationships, project scopes, revisions, and delivery timelines
- Utilized Adobe Creative Suite to deliver high-quality designs aligned with client brand objectives

**TECHNICAL PROFICIENCIES**

**Design Tools:** Adobe Creative Suite (Photoshop, Illustrator, InDesign, XD), Figma, Sketch

**Project Management:** Agile methodologies, sprint planning, stakeholder management, SLA tracking

**Quality Assurance:** Test case development, bug tracking, UAT coordination, process documentation

**Languages:** Fluent in English, French, Haitian Creole

**EDUCATION**

**Bachelor's Degree, Business Management**

**Additional Coursework:**

- Computer Science / Programming
- Computer Information Technology