

Hugues R. Boyer

Operations & Project Management Professional | Design Systems & Quality Assurance

10 Years at Apple

ABOUT ME

Operations professional with 10 years at Apple managing high-volume escalations, cross-functional projects, and quality assurance initiatives. Proven ability to bridge technical, creative, and business teams while maintaining operational excellence. Experienced in project coordination, process documentation, stakeholder management, and design thinking. Track record of delivering results under pressure while managing competing priorities across global teams.

CORE COMPETENCIES

Operations & Project Management

- Cross-Functional Team Coordination
- Escalation & SLA Management (85% 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
- Sketch
- Languages: English, French, Haitian Creole (fluent)

PROFESSIONAL EXPERIENCE

APPLE INC. | Austin, TX | 2015 – Present

Tier 3 Order Admin & Operations Specialist

Core Responsibilities:

- Manage 100-150 high-priority business and executive escalations weekly, maintaining 85% 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

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
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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), 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