

# Shamir Wehbe

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## EXPERIENCE

### Axon

PRODUCT SUPPORT ENGINEER (May 2022 - Present)

- Intake and investigate issues that get escalated to engineering from our product support teams.
- Create Splunk queries, dashboards and alerts to track device performance and monitor northstar metrics.
- Deep dive embedded linux device logs to identify the root cause of failures.
- Proactively remove problematic hardware from the field by communicating with our customer success teams.
- Take part in daily sprints to share progress on current investigations, discuss issue trends, and to help guide team decisions on which bug fixes to prioritize.
- Take part in daily bug triage alongside engineering and product to help assign out and define next steps for open Jira tickets.

### Compass

SENIOR PRODUCT SUPPORT LEAD (January 2021 - Present)

- Create and update product support documentation in Confluence that is used company wide by tier 1 and tier 2 teams.
- Intake and triage tier 3 escalations via ZenDesk alongside support engineering teams within agreed upon SLA's.
- Collaborate with product and engineering teams to create and refine new product launch supportability plans.
- Deliver new product support training to multiple tiers of support.
- Maintain Canny feedback and bug boards by properly tagging, probing for additional context from posters, and surfacing customer friction points to product managers.
- Monitor product Slack channels to offer real time support to lower tiers and to derive trending issues or report emerging issues to product and engineering teams.
- Maintain ZenDesk bucket accuracy and pull support ticket reports to provide insight to product and engineering teams.

CUSTOMER EXPERIENCE MANAGER (March 2020 - January 2021)

- Proactively serve a portfolio of assigned agents so that they may achieve positive business outcomes via Compass software and services.
- Drive agent software and program engagement to help agents become power users.
- Master Compass technology and educate agents on Compass products and programs to enable best business practices in a competitive landscape.
- Partner closely with Real Estate Sales Managers and other cross-functional teams to build and execute agent success strategies, including business growth plans.
- Welcome new agents by conducting onboarding sessions for individual agents and agent teams.
- Manage listing and licensing transfers throughout the onboarding process.
- Conduct in person Compass product and program training and meetings with agents as needed.
- Work proactively to identify agent needs and develop solutions.
- Document and continuously improve best practices, resources, and SOPs.
- Work with local regional leadership on local best practices and regional priority projects.
- Troubleshoot issues related to marketing, Compass tools, technology/devices, enterprise systems, etc.
- Work collaboratively with specialty roles to champion non-AEM questions on behalf of the agent.

## LANGUAGES

Spanish  
English

## CERTIFICATIONS

**Dale Carnegie Course**, Boca Raton, FL —  
*Professional Certificate, High Impact Presentations*

July 2019

This course teaches how to properly refine your presentation for maximum influence, credibility, and impact.

**The George Washington University**, Washington, DC — *Professional Certificate, Full Stack Web Development*

August 2017 - February 2018

An intense 6-month course that covered the entire MERN stack.

**Apple**, Cupertino, CA — *Professional Certificate, Apple Certified Macintosh Technician*

June 2013

## EDUCATION

**Valencia Community College**, Orlando, FL — *General Studies*

2010 - 2011

**Palm Beach State College**, Lake Worth, FL — *General Studies*

2009 - 2010

#### PRODUCT EXPERT (August 2019 - March 2020)

- Consult agents on how Compass tools will add value to their businesses.
- The regional product feedback champion, collect insights from agents, identify patterns and themes, collaborate directly with our Product Marketing, Management, and User Experiences teams, and provide timely updates to agents to close the loop.
- Regularly deliver group and personal training sessions for agents and staff.
- Constantly look for opportunities for an agent to integrate a specific product into their workflow to deepen our product engagement through growing their business and creating value.
- Test new products and conduct beta testing with agents.
- Earn the trust of agents as I offer guidance, knowledge, and product tips.
- Lead presentations and agent training sessions on our innovative proprietary technology and other key tools and platforms.
- Teach agents both how and why to use Compass technology.

#### Apple

##### MANAGER (March 2019 - August 2019)

- Developed individuals to grow and achieve their professional and personal goals.
- Inspired and coached employees to deliver the best customer experience.
- Recognize individual achievements and coached employee performance.
- As a leader on the floor, I ensured the customer and team experience reflected Apple's values.
- Led the shopping experience with an emphasis on iPhone sales and services attachments.
- Adjusted team coverage in real time to meet demand.

##### LEAD GENIUS (August 2016 - August 2019)

- Develop strategies to increase Genius Bar session availability, reduce customer wait times, and meet customer demand.
- Deliver feedback to Geniuses based on observing Genius Bar sessions and reviewing Genius Room repairs and Net Promoter information.
- Identify training opportunities; create and support structured development for the Genius and Technical Specialist team.
- Address Genius customer service escalations to ensure that all escalations are addressed as quickly as possible.
- Inform the management team about daily activities and issues that affect the repair and service business.

##### APPLECARE AT HOME ADVISOR (January 2014 - December 2014)

- Provided technical support for many of Apple's popular products from my home office.
- Delivered world-class customer service as their first point of contact with Apple.
- Demonstrated the ability to self-manage and work independently at a high level.

##### MAC GENIUS (January 2012 - August 2016)

- Maintained customer's trust in Apple as the skilled expert, troubleshooting and repairing products.
- Used problem-solving and people skills to assure Genius Bar customers of swift resolutions to their technical problems.
- Educated team members about products, while independently keeping my own technical know-how up to date.
- Earned the trust of customers and coworkers alike by offering guidance, knowledge, and even tips and training.

##### TECHNICAL SPECIALIST (October 2011 - January 2012)

- Took care of customers with advice or a solution on the spot, using my knowledge of current Apple technology to help with iPod, iPhone, and iPad devices.
- Maintained composure and customer focus while troubleshooting and solving issues.
- Provided personal training for new customers, helping them acquire the basic skills they

#### SKILLS

##### Leadership

Composure  
Dealing with Ambiguity  
Drive for Results  
Business Acumen  
Conflict Management  
Priority Setting  
Problem Solving  
Interpersonal Savvy  
Motivating Others  
Managing Vision & Purpose

##### Technical

HTML5  
CSS3  
JavaScript  
mongoDB  
Express.js  
React.js  
Node.js  
MySQL  
jQuery  
Bootstrap  
GitHub  
Bash  
Firebase  
Google Apps Script

#### PROJECTS

##### Moody — Front End App

Web app that allows you to upload a photo of yourself, determines if you're happy or sad, asks how it can help and then logs useful suggestions onto a map. \*Only works in Google Chrome

[GitHub Repo](#)

[App Website](#)

##### Think Different Trivia — Front End App

Trivia game that is based on Apple Inc. facts.

[GitHub Repo](#)

[App Website](#)



[linkedin.com/in/shamirwehbe](https://www.linkedin.com/in/shamirwehbe)



[github.com/wehbs](https://github.com/wehbs)



[wehbsite.com](https://wehbsite.com)

needed to get started on photo, video, and music projects.

SALES SPECIALIST (July 2011 - October 2011)

- Created energy and excitement around Apple products by providing the right solutions and getting products into customer's hands.
- Guided customers by advising, selling, and even setting up their new products.