

JD DIAZ

email: moxshen@icloud.com | phone: (510) 804-7798 | portfolio: jd-diaz.com

PROFESSIONAL SUMMARY

Customer Support and Technical Support professional with 10+ years of experience assisting customers, resolving technical issues, and delivering high-quality service in fast-paced environments. Passionate about supporting brands with creative visual solutions through graphic design, digital media, and branding while also providing reliable customer care, troubleshooting, and remote technical support.

SKILLS

Customer Support, Technical Support (Mac/iOS), Troubleshooting, Customer Communication, Conflict Resolution, First-Call Resolution, Graphic Design, Branding, Motion Graphics, Video Editing, UI/UX Design, HTML/CSS, Print Production, Digital Asset Optimization, Brand Support

TOOLS

- Design: Adobe Creative Suite, After Effects, Final Cut Pro, Figma, Sketch, Canva
- Web & CMS: WordPress, Shopify, Drupal, HTML/CSS, FileZilla
- Support & Collaboration: Slack, WebEx, Zoom, Zendesk, Salesforce, HubSpot
- Project Management: Jira, Trello, Asana, Wrike, Basecamp
- Systems: MacOS, iOS, Google Workspace, Meta Business Manager

CORE COMPETENCIES

- Customer Support & Technical Troubleshooting
- Graphic Design & Brand Development
- Cross-Functional Communication & Project Coordination

EXPERIENCE

Apple — Graphic Design & Video Editor | Elk Grove, CA | Jul 2025 – Oct 2025

- Created and edited graphic and video assets for Recruiting Web Enablement team
- Ensured all deliverables aligned with Apple brand standards and visual guidelines
- Collaborated with cross-functional teams via Slack and WebEx to deliver projects within deadlines

Apple — Technical Support Advisor | Elk Grove, CA | Jun 2022 – Mar 2026

- Delivered inbound remote and on site technical support for Mac and iOS users
- Improved customer satisfaction through efficient troubleshooting
- Guided customers through setup, data migration, account security, media service refunds, and escalations.

Capslapz Printing — Print Production Designer | Sacramento, CA | 2020 – Present

- Design banners, stickers, labels, wall decals, vinyl wall art, and heat transfers
- Prepare and preflight files for production accuracy
- Resolve production issues related to color, resolution, and layout.

Marketing Kings — Branding & Visual Designer | Oakland, CA | 2010 – 2020

- Developed brand identities and visual systems
- Designed multi-channel campaigns across print and digital
- Collaborated with stakeholders to deliver production-ready assets

Yafa Pen Company — Packaging Designer | Canoga Park, CA | 2013 – 2015

- Designed packaging and retail displays for in-store and trade shows
- Created front-end graphics and landing pages
- Optimized media for web and print

Kreative Webworks — UX/UI Designer | San Clemente, CA | 2011 – 2013

- Designed web graphics and landing pages
- Built responsive interfaces using HTML and CSS
- Optimized web assets for performance

Bright Antenna Records — UX/UI & Graphic Designer | Emeryville, CA | 2010 – 2011

- Designed landing pages and digital assets for artists and music releases
- Created UI elements and graphics including store visuals, icons, and graphics
- Improved user engagement through design

EDUCATION

Bachelor of Applied Science, Motion Graphic Design — Expression College for Digital Art 2009

CERTIFICATIONS

- UI/UX & Web Design — California Institute of the Arts
- Mastering Final Cut Pro — LearnQuest