

# Joseph Speakman *Software Engineer*

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## Professional Experience

### Apple Inc.

#### Genius

A driven teammate focused on mentoring and peer leadership founded on feedback created innovative ways by improving workflow and reporting opportunities and using empathy and active listening to provide an unparalleled customer experience.

2021 – present  
New Haven, CT

#### SAP iOS Engineer Career experience

I created High-Quality iOS Applications to meet the needs of Retail and Finance teams. I used the advanced SAP BTP Cloud API of frameworks to complete multiple projects. I mentored other engineers to align a vision to complete projects on time while creating documentation to support the work of others.

06/2021 – 11/2021

#### Technical Expert

Worked collaboratively with others to apply root cause analysis for failing same unit repairs and customer concerns. I Positively impacted customer satisfaction reporting and improved the quality of the Same unit iPhone repairs.

2018 – 10/2021  
New Haven, CT

#### At Home Advisor - Retail at Home

Maintained a strong customer focus while solving emerging customer issues while delivering high-quality technical support. I Supported customers in resolving and isolating issues with Apple products and billing issues with iTunes Billing Support. In addition, I Created detailed documentation and case notes for the customer and team member experience.

06/2020 – 12/2020

#### Developer Publications Content Writer

I Created high-quality, engaging documentation that inspires and informs developers how to produce quality applications for Apple platforms. I Collaborated with engineers to create articles and sample code included in WWDC 2020 'What's new in Core Image' and other sessions. I replaced legacy documentation written for Objective-C and converted it to high-quality Swift documentation.

01/2020 – 06/2020  
Cupertino, CA

## Education

**Machine Learning Basics**, Stanford University - Coursera

2021

**100 Days Of SwiftUI**, HackingwithSwift.org

2019 – 2020

**High School Diploma**, North Pole High School

2016  
North Pole, AK

## Skills

**Git (Github)** • **iOS Development (Swift, SwiftUI, Objective-C)** • **Web Development (HTML, CSS, JavaScript)** • **Python**

## Certificates

### ACMT

Apple Inc.

### ACiT

Apple Inc.

### 100 Days of Swift

Hacking with Swift

### 100 Days of SwiftUI

Hacking with Swift

## Projects

### **Joeis.us**, *Website and Blog* [↗](#)

My blog and portfolio is a custom bootstrap and Jekyll website that allows me to write content about projects I am currently working on. It required extensive testing and research on how to use JavaScript and CSS.

### **Bold**, *iOS Application* [↗](#)

I created bold to solve the need for Starbucks employees to quickly and efficiently view upcoming shifts, conduct coffee tastings, and access essential resources like internal partner hub.

Bold was released to the Apple AppStore in 2015 with over 5K downloads in 13 countries. With great feedback from the community with an average of 4 stars in its time in the AppStore. Bold was decommissioned and made open source in the summer of 2017.

### **Timeless**, *iOS Application* [↗](#)

Timeless is a new take on OTB, and it is a countdown timer application with large ambitions. Built with SwiftUI and CoreData, it enables users to customize the details of the countdown timer that they are creating. In addition, the name to the Share Text was sent to friends and planned widget support.

### **OTB**, *iOS Application* [↗](#)

I created OTB to have an ad-free experience while counting down essential dates, written entirely in Swift and UIKit.

OTB is an iOS application that I developed to try new techniques and Technologies. Another countdown timer application that stands out from the rest. Along with counting down to the specified dates and times, OTB also provides the user inspirational quotes beautiful unsplash provided pictures of California. OTB is the first project I worked on that used SF Symbols to share countdown details with fun randomized share text.