

Education

- Boston University Computer Science (September 2017)
- Ghana International School Mathematics, Economics, Computer Science (June 2013)

Experience

GRAPHICS SOFTWARE INTEGRITY ENGINEER, APPLE INTERACTIVE MEDIA GROUP – 2019-PRESENT I work with the Graphics Software team on test efforts tied to macOS, iOS, iPadOS, watchOS, and tvOS software updates. This includes executing manual tests, isolating defects to an individual change list or component, and writing automation tests.

GENIUS, APPLE CAMBRIDGESIDE – 2017-2019

As a Genius, you provide insightful advice and friendly, hands-on technical support to Apple customers in need. You quickly diagnose product issues on the spot, explaining situations with patience and compassion. Even if you're juggling more than one customer, you stay conscious of their time demands as well as your own. You earn the trust of customers and coworkers alike as you offer mentorship, knowledge, and training.

JUNIOR SYSTEMS ADMINISTRATOR, GHANA INTERNATIONAL SCHOOL - 2012-2013

I was the first student at my high school hired to assist the Systems Administrator with their initiative to provide all senior teaching staff with MacBook Pros, and all members of administration with iPads. I was tasked with the entire contract: setup through deployment.

CHIEF WEB & GRAPHIC DESIGNER, APPLE ISHOP - 2011-2013

I built a website for Apple iShop, the only official Apple-authorized reseller in Ghana, and helped start their first ad campaign. I also helped train technicians on repair procedures.

Writing

I've been writing about Apple and technology for over a decade. You can find links to samples of my work over at http://karan301.me/work.

Skills

Multilingual (English, Ghanaian Pidgin English, Arabic, French, Twi | in descending order)
Multicultural (Live in the United States, raised in Ghana, and born in Togo. Citizen of India.)
Technology (Python, Bash/zsh, Java, HTML, JavaScript, CSS, LAMP, MEAN, Markdown)
Hobbies (Podcasts, Writing, Home automation, iOS automation, Soccer)