

Armando J. Cortez

Technical Service & Operations Leader

Chicagoland, Illinois

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I lead service teams, help coordinate commercial fleet operations, and build iOS apps to make complex work easier to manage. My experience spans Apple Retail leadership, commercial transportation, and customer-facing operations.

Experience

Apple Retail — Main Place — Lead

Apple Retail employment: July 2024–present

Whole-store and Genius Bar operations · Naperville, Illinois

- Lead daily team execution across sales, technical support, and operations, aligning coverage and customer priorities with store leadership.
- Own Genius Bar and Repair Room readiness, including technical and service escalations and repair quality.
- Coach teammates and coordinate real-time workflow during high-demand periods.

Cortez Trucking Inc. — Partner

Current

Commercial fleet coordination · Chicagoland

- Coordinate scheduling, customer communication, fleet readiness, and subcontractor coverage for a small Class A and Class B fleet.
- Support a family-owned transportation business with more than 20 years in operation.

US PACK — Commercial Driver

June 2020–June 2022

Class B CDL · cargo loads up to 12,000 pounds

- Operated commercial vehicles while holding a Class B CDL.
 - Transported cargo loads up to 12,000 pounds with a focus on safe operation, vehicle readiness, and on-time delivery.
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Starbucks — Senior Supervisor

July 2022–January 2025

Store operations and team development

- Directed high-traffic shifts for teams of 6–8 partners.
- Supported operational improvement across more than 15 locations, with a focus on morning-peak service flow.
- Combined Coffee Master product expertise with team coaching and development.

Life Time — Senior Account Manager

October 2015–June 2021

Sales and corporate wellness

- Exceeded monthly sales targets by 15–25%.
- Developed and managed more than 100 corporate wellness memberships.
- Supported the opening of clubs in Gaithersburg, Maryland, and Oak Brook, Illinois.

Capabilities

Technical service operations	Team coaching	Staffing and coverage
Customer escalation handling	Commercial fleet coordination	KPI execution
Consultative sales	Workflow design	

Certifications

Starbucks Coffee Master Certification (2024)

Sales & Account Management Certifications — Life Time (2015, 2018)

Illinois State Seal of Biliteracy — Spanish (2015)

Language

English

Spanish (spoken and written proficiency)

Education

Arizona State University — Business Sustainability coursework (2022–2024)

University of Illinois at Urbana-Champaign — Accounting coursework (2015)