

STEVEN THIELE

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PROFILE

Project and operations professional experienced in program management, technical training, and workflow optimization across global support organizations. Known for translating complex operational challenges into scalable systems that improve team performance and service delivery. Background includes engineering program management rotations, training leadership, and process improvement.

PROFESSIONAL EXPERIENCE

Customer Support Senior Specialist | Rotational Program & Operations Roles

AppleCare Partner Relations • Apple Inc.

Jul 2014 – Present

Engineering Program Manager (Rotational)

Apple Services Engineering - Commerce

Jun 2025 – Nov 2025

- Built a global payments and regulatory intelligence framework to surface legal and compliance risks early, reducing costly rework and accelerating go-to-market readiness
- Led Wrike enterprise deployment across 10–15 cross-functional teams: created 60+ task blueprints with automation, custom fields, and dependencies; reduced notification noise by 60–75%
- Optimized triage and documentation workflows for large-scale engineering initiatives by aligning priorities, capacity planning, and Production Support handoff timing

ACPR Training & Onboarding Coordinator (Rotational)

AppleCare Partner Relations

Aug 2023 – Feb 2024

- Formulated and implemented training for 500+ global employees across multiple business lines
- Coordinated with leadership and stakeholders to improve session planning, tracking, and delivery

Machine Learning Test Automation & Production Support Specialist (Rotational)

AppleCare Partner Relations

Mar 2025 – May 2025

- Executed routine test plans validating accuracy and performance of ML systems.
- Investigate and debug testing and feedback platform in partnership with engineering teams.

Content Strategist (Rotational)

AppleCare Global Content

Jul 2022 – Jan 2023

- Partnered with writers and stakeholders to maintain knowledge and procedural libraries
- Delivered multiphase 90+ document library migration three weeks ahead of schedule

Core Responsibilities

AppleCare Partner Relations

Jan 2021 – Present

- Mentored and evaluated Advisors while onboarding new staff as Subject-Matter Expert and mentor
- Led/co-led trainings for new Advisors, business procedural changes, or customer feature changes
- Developed and annually improved internal team productivity tracking and reporting tools

Other roles at Apple

AppleCare At-Home Advisor

Dec 2015 – Jan 2021

Retail Specialist

Jun 2014 – Dec 2015

Program Coordinator – Intramural Sports

University of Nevada, Las Vegas – Campus Recreation Services

Nov 2007 – Aug 2013

University of California, Riverside

Sep 2002 – Aug 2005

- Directed up to 30 annual competitive/recreational sports leagues & tournaments while developing, evaluating, and delivering activities for a campus populations over 20k participants
- Annually recruited, trained, assigned, and supervised over 50 employees for nine position types.
- Hosted and supported NIRSA/NCCS basketball and flag football tournaments with 25+ regional teams; managed logistics, rule enforcement, staffing, and game-day operations
- Led training and evaluation for officials and supervisors, prioritizing consistent performance standards
- Developed training materials, QA checklists, and operational documentation for on-site execution
- Oversaw daily logistics and assignments for field crews, ensuring safe, well-run, and athlete-focused competition environments

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EDUCATION

Graduate Certificate - Business Analytics

University of Nebraska, Lincoln • Lincoln, Nebraska

May 2023

Masters of Arts in Education - Adult Education and Distance Learning

University of Phoenix • Phoenix, Arizona

May 2005

Bachelor of Science in Recreation Management and Tourism

Arizona State University • Tempe, Arizona

Aug 2002

ADDITIONAL PROFESSIONAL EXPERIENCE

Founder & Chief Technologist

Sierra Tango 3 Echo LLC

May 2025 – Present

- Built a scalable digital media brand with integrated brand standards and operational templates
- Developing small-business websites and producing podcast content focused on career storytelling

Chief Technologist

Tripleeast LLC

Jan 2006 – Present

- Research, implement, and maintain IT resources for a small business developing digital & print media
- Orchestrated Linux-based web hosting, local networking, and global file access with offsite archival

High School & Club Sports Official

Las Vegas, Nevada and Hastings, Nebraska

Aug 2010 – Sep 2019

- Varsity/jr varsity basketball with the Southern Nevada Officials Assoc.
- Varsity/jr varsity/youth club with the Southern Nevada Officials Assoc. and the US Soccer Federation
- Club youth/adult softball with the United States Softball Assoc.

Team Shop Supervisor / Game-Day Media Assistant

Las Vegas Wranglers Hockey Team

Aug 2013 – May 2014

- Managed merchandise inventory and fulfillment for 500+ items; supervised two staff
- Prepared and distributed game-day media packets for league staff and teams

Adjunct Professor – Physical Education

Division of Educational Outreach • University of Nevada, Las Vegas

Jan 2012 – Dec 2013

- Instructor for semester-long courses, available for credit and open to the university community
- Physical Education Extension (PEX) classes in Badminton, Indoor Soccer, & Fitness Walking

IT Manager / Lead Website Developer

AestheticMD

Dec 2006 – Oct 2007

- Research, implement, and maintain IT resources for medical company across 4 locations
- Utilized offsite Linux web hosting, local networking, VPN secured file sharing, & hardware cycling

Instructional Design Specialist

Extended Education • Univ of Nebraska, Lincoln

Aug 2005 – Feb 2006

- Designed and developed online courses using licensed learning and content management system
- Assisted with the development of employee instructional material and course development processes
- Co-hosted instructional sessions for course instructors on the use of the learning management system

CERTIFICATIONS & AWARDS

AppleCare Excellence Award (AppleCare, Apple Inc.)

April 2020; August 2024

Certified Recreational Sports Specialist (NIRSA)

January 2003

Team Manager Apprenticeship (AppleCare, Apple Inc.)

September 2020

Virtual Instructor Qualification courses (AppleCare, Apple Inc.)

January 2022