

Ahmed AlOtaibi

QA Engineer | iOS Developer

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Arabic (native) | English (fluent)

EXPERIENCE

Apple Inc. — San Francisco, CA

Location Framework QA Test Engineer | Jun 2025 – Nov 2025

- Identified a release-blocking location-services defect by reviewing failed automated-test logs and reproducing it manually on paired iPhone and Apple Watch devices. Documented it for engineering and retested successive builds; final manual and automated checks passed before the planned deadline, helping keep the release on schedule.
- Performed manual real-device and field QA across iPhone, Apple Watch, Mac, and Apple Vision Pro; created and maintained Python stress tests and Swift/XCTest/XCUI coverage, contributing to approximately 50 approved-and-merged test-maintenance changes; built an XCUI harness to reduce repetitive device checks.

Technical Specialist — Genius Bar | Nov 2021 – Jul 2026

- Diagnosed hardware, software, account, connectivity, and setup issues across Apple products; supported approximately 1,200 customers in one quarter, ranked #1 in appointments handled, and earned a 98/100 NPS.
- Documented recurring device issues with reproducible details and followed escalation paths.

Training In-Store Experience | Feb 2023 – Aug 2023

- Supported 150+ employees through practical product and technical training; built a tracker for required and assigned learning, with completion typically reaching 95–98%.

Seasonal Sales Specialist | Jul 2021 – Nov 2021

- Used needs-based questions to recommend Apple products suited to customers' uses and budgets, explaining technical differences in clear language.

PROJECTS

Multi-Agent AI Operations & Knowledge Systems

- Designed workflows for specialist AI agents, including routing rules, shared knowledge sources, deterministic steps, and human approval gates; set requirements and reviewed the implementation.

AI Output Review Tool

- Defined the scope, role-specific evaluation criteria, and acceptance tests for a browser tool that records AI responses, manual scores, and issue tags in a searchable review history.

KXSF.FM (San Francisco Community Radio iOS app)

- Built and released V1, a native iOS app that gives San Francisco Community Radio listeners a direct way to stream KXSF live.
- Defined V2 from station feedback, adding show information, a weekly schedule, YouTube livestream access, and station details; tested the completed experience on a real iPhone.

TECHNICAL SKILLS

QA & testing: manual real-device and field testing | exploratory, regression, integration, stress, and performance testing | defect reproduction | release validation | Python test creation and maintenance | Swift | XCTest/XCUI

Development & support: Xcode | Java | JavaScript | SQL | HTML | MySQL | Spring | Git | Terminal fundamentals | Apple hardware/software troubleshooting | macOS/iOS | technical documentation | training

AI workflows: response evaluation | multi-agent workflow design | model-routing boundaries | approval-gated automation

EDUCATION

Bachelor of Science, Computer and Information Science — Notre Dame de Namur University | 2019