

# Ahmed AlOtaibi

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## Skills Summary

Technical support professional with Apple experience in troubleshooting hardware, software, account, and device issues in high-volume environments. Strong track record in customer satisfaction, training, inventory management, and process-oriented problem solving. Hands-on macOS support experience with additional QA and API integration exposure.

## Experience

### Location Framework QA - Test Engineer

Apple Inc. | San Francisco, CA | June 2025 - November 2025

- Designed and executed test plans for iOS/macOS/watchOS frameworks.
- Built automated test suites with Swift/XCTest & Jenkins for regression and integration.
- Performed stress/performance tests; triaged and resolved critical defects.
- Authored QA documentation; collaborated with dev teams to improve test coverage.

### Technical Specialist

Apple Inc. | San Francisco, CA | November 2021 - Present

- Troubleshoot• Troubleshoot hardware, software, account, and device issues across Apple products and services.
- Supported approximately 1,200 customers in one quarter in a high-volume environment.
- Achieved a 98/100 NPS score based on customer feedback.
- Ranked #1 in appointments handled at the bar while maintaining service quality.
- Escalate complex issues appropriately and work across teams to resolve customer problems efficiently.

### Training In-Store Experience

Apple Inc. | San Francisco, CA | February 2023 - August 2023

- Conducted training programs for 150+ employees to improve technical knowledge and customer service readiness.
- Supported onboarding and balanced training schedules with operational priorities.

## Education

### Bachelor in Computer and Information Science.

Notre Dame de Namur University, Belmont, CA.

**December 2019**

### Associate degree in Polymer Engineering.

Jubail Industrial College, AlJubail, Saudi Arabia.

**August 2011**

## Technical Skills

- macOS support and device troubleshooting
- Device lifecycle management, inventory management, vendor coordination
- Hardware and software support
- Google Workspace, Slack, SQL, JavaScript, Swift, XCTest, Jenkins
- API integrations and technical documentation

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## Professional Projects

### Sayit

Swift, CoreML, Vision, AVFoundation

- Built an iOS app to assist visually impaired users with real-time object recognition.
- Implemented ML-driven workflows requiring extensive testing of image recognition accuracy and edge cases.

### WeatherOS

Swift, CoreLocation, SwiftUI

- Developed a weather application fetching real-time location-based data.
- Designed automated tests for API integration, location accuracy, and UI responsiveness.

### KXSF Radio

Swift, AVFoundation.

- Forked and modernized an open-source iOS project for compatibility with the latest Apple OS.
- The app stream the radio station from the web-based radio to all Apple Devices through the KXSF.app.

### API and AI Tooling Projects

OpenClaw, CLI

- Connected Anthropic and OpenAI APIs in personal bot and tooling experiments.