

Sameer Mehaidli  
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## WORK EXPERIENCE

Apple 06/2025 - Present  
*Genius Admin, Novi, Mi*

- Plan and coordinate all end-to-end operational activities supporting the completion of repairs, including managing and tracking inventory and orders in partnership with the Operations team.
- Assist with customer service issues including: the customer repair intake process, support in finding appropriate solutions, and managing the customer pickup process for all completed repairs.
- Provide peer feedback based on observations on the floor and in the repair room.
- Complete repair tasks as needed to support the Genius Bar team and customer demand. Understand the processes involved in troubleshooting, diagnosing, and resolving technical problems for all products.

Apple 06/2024 - 06/2025  
*Technical Expert, Novi, Mi*

- Continuously expand knowledge of Apple products, services, and Genius Bar repair procedures to ensure high-quality repairs.
- Share knowledge and insights with the team to improve service quality and support.
- Contribute to an inclusive environment, respecting diverse perspectives and fostering a culture of learning.
- Collaborate with team leaders to identify recurring issues and provide feedback for service improvement and mentorship.

Apple 10/2023 - 06/2024  
*Technical Specialist, Clinton Township, Mi*

- Effectively identify and resolve problems encountered across a diverse array of apple products through efficient troubleshooting and diagnosis.
- Simultaneously manage multiple tasks while maintaining composure to not only meet but also surpass time targets.
- Ensure seamless trade-in transactions by offering excellent guidance on device evaluation and upgrades.
- Consistently introduce new business owners to the business team when applicable.
- Focus on client impact by reviewing and implementing feedback.

## EDUCATION

Henry Ford College Completed 2025  
Dearborn, MI — Associates in General Studies

Lawrence Technological University Transferred  
Southfield, MI — Product Design

- Learned and implemented human-centered product designs with a personal focus on user experience (UX) and user interface (UI) design.

Wayne State University Attending  
Detroit, MI — BFA Industrial Design + Minor in Graphic Design

- Learning a wide range of techniques and methodologies in design research, prototyping, visual communication and presentation techniques.

## SKILLS

Adobe Photoshop, Adobe Illustrator, Adobe XD, Adobe Premiere Pro, Figma, Sketch, UX/UI Design, Product Design, Blender, 3D modeling, Rhino, rapid prototyping, sketching, problem solving, action oriented, time management, visual communication, ideating, Solidworks, Shapr3D, VizcomAi

## LANGUAGES

English, Arabic