

Sameer Mehaidli
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SameerMehaidli.com

WORK EXPERIENCE

Apple 06/2024 - Present
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.

Rocket Mortgage 01/2022 - 12/2022
Licensed Mortgage Banker, Detroit, Mi

- Taking on full responsibility as a licensed banker connecting with clients to help achieve their goals through financing.
- Promotion from Associate Banker position (Finding benefit based on client goals and transferring to licensed banker)
- Offering complete solutions and managing loans from start to finish to ensure a smooth/effortless process for clients.

Rock Connections 10/2020 - 12/2021
Senior Client Communications Specialist, Detroit, Mi

- Promotion from Client Communication Specialist role.
- Build relationships with potential clients, provide solutions to client financial problems, and transfer to mortgage banker.
- Coach and mentor newly hired team members to perform at a high level in their new new roles as Client Communications Specialists.
- Manage mentee progression and develop working solutions while performing at a high level.

EDUCATION

Henry Ford College
Dearborn, Mi — General Studies, 2025

- Transferring to complete Product Design degree

Lawrence Technological University
Southfield, Mi — Product Design

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

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SKILLS

Adobe Photoshop, Adobe Illustrator, Adobe XD, Figma, Sketch, UX/UI Design, product design, Blender, 3D modeling, prototyping, sketching, problem solving, action oriented, time management, bilingual (english and arabic), visual communication