

Sameer Shah

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Work experience

10/2025 — PRESENT DALLAS, UNITED STATES

Senior Technologist PwC

- Monitor network performance, troubleshoot hardware issues, and implement security measures as needed
- Provide L2-L4 technical support, swiftly resolving complex hardware and software issues while managing client expectations

05/2025 — PRESENT SANTA ROSA

Technical Expert Apple Inc.

- Analyze and resolve complex technical issues across Apple's ecosystem of hardware, software, and services
- Deliver empathetic, high-quality service in fast-paced environments, effectively managing diverse customer concerns
- Lead within team settings by promoting collaboration and championing new workflows to improve efficiency
- Assist in training and onboarding new Technical Specialists to ensure strong team performance and knowledge transfer

12/2023 — 05/2025 SANTA ROSA, UNITED STATES

Technical Specialist Apple Inc.

- Assist customers with a wide variety of technical inquiries, such as troubleshooting software and hardware issues.
- Provide general education about apple products and product usage to customers
- Recognized for responsiveness and ability to assist customers in a timely fashion.
- Maintain a high level of knowledge about Apple products, services, and troubleshooting techniques.

09/2022 — 12/2023 SANTA ROSA, UNITED STATES

Specialist Apple Inc.

- Recognized for the ability to handle complex transactions by providing customers with important information and a clear path forward.

11/2020 — 05/2021 SANTA ROSA, UNITED STATES

PEER SRJC PEERs Coalition

08/2020 — 06/2021 SANTA ROSA, UNITED STATES

Health and Wellness Ambassador California Community Colleges

Work experience

06/2019 — 12/2019 SANTA ROSA, UNITED STATES

Cashier Mountain Mikes

Volunteering

09/2018 — PRESENT SANTA ROSA, UNITED STATES

Crisis Counselor Crisis Text Line

Completed 400+ hours to date. Utilizing skills of communication, conflict resolution, and active listening to assist texters and identify their needs. Follow a step-by-step process to Identify the texter's goals and work collaboratively to solve the problems they are facing.

Education

08/2023 — PRESENT SANTA ROSA, UNITED STATES

Psychology | Associates Degree Santa Rosa Junior College

Certificates

09/2023

Foundations of User Experience (UX) Design Google

08/2024

Start the UX Design Process Google

02/2025

Build Wireframes and Low-Fidelity Prototypes Google

Conduct UX Research and Test Early Concepts Google

AI Fluency Framework & Foundations Anthropic

Strengths

Problem-solving

Leadership

Empathy