

Sameer Shah

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Work experience

Senior Technologist PwC

10/2025 — present Dallas, United States

- Design and implement automation solutions using AI assisted development, Python based tooling (e.g., Selenium), and Power Automate to streamline IT workflows and reduce manual effort
- Manage automation initiatives from concept to deployment, using Work Breakdown Structure (WBS) planning and cross-team collaboration to meet project timelines

Technical Expert Apple Inc.

05/2025 — present Santa Rosa

- 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

Technical Specialist Apple Inc.

12/2023 — 05/2025 Santa Rosa, United States

- 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.

Specialist Apple Inc.

09/2022 — 12/2023 Santa Rosa, United States

PEER SRJC PEERs Coalition

11/2020 — 05/2021 Santa Rosa, United States

Health and Wellness Ambassador California Community Colleges

08/2020 — 06/2021 Santa Rosa, United States

Cashier Mountain Mikes

06/2019 — 12/2019 Santa Rosa, United States

Volunteering

Crisis Counselor Crisis Text Line

09/2018 — present Santa Rosa, United States

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

Psychology | Associates Degree Santa Rosa Junior College

08/2023 — present Santa Rosa, United States

Certificates

Foundations of User Experience (UX) Design Google

09/2023

Start the UX Design Process Google

08/2024

Build Wireframes and Low-Fidelity Prototypes Google

02/2025

Conduct UX Research and Test Early Concepts Google

AI Fluency Framework & Foundations Anthropic

Strengths

- Problem-solving
- Leadership
- Empathy