

Ahmed AlOtaibi

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Arabic (native) | English (fluent)

EXPERIENCE

Apple Inc. — San Francisco, CA

Location Framework QA Test Engineer | Jun 2025 – Nov 2025

- Performed hands-on real-device testing of internal iOS releases across iPhone, Apple Watch, Mac, and Apple Vision Pro, covering location accuracy, privacy, permissions, movement, and system reliability.
- Reproduced and documented defects through exploratory, regression, field, stress, and performance testing, then partnered with engineering teams to clarify expected behavior and validate fixes.
- Created and maintained Python tests and updated Swift/XCTest/XCUI coverage in existing test files, including roughly 50 approved maintenance fixes.
- Validated permission persistence after restores, investigated device-sync and memory-stability failures, and built a Swift/XCUI harness that reduced repetitive physical-device checks.

Technical Specialist / Genius Bar | Nov 2021 – Jul 2026

- Diagnosed hardware, software, account, connectivity, and device-setup issues across Apple products and services in a high-volume support environment.
- Used customer symptoms and observed behavior to isolate likely causes, explain technical findings, and follow escalation paths through resolution.
- Guided customers and business teams through device setup, software troubleshooting, and mobile-device-management installation for required apps and configurations.
- Supported approximately 1,200 customers in one quarter, achieved a 98/100 NPS score, and ranked first in appointments handled.

Training In-Store Experience | Feb 2023 – Jul 2023

- Coordinated training priorities and supported more than 150 employees with practical guidance, learning resources, and customer-support readiness.
- Maintained more than 95% completion for required and optional training materials.

Eureka Market — San Francisco, CA

Store Manager | Jun 2018 – Jul 2021

- Managed daily operations, inventory, cash handling, deliveries, and vendor coordination.

PROJECTS

Multi-Agent AI Operations & Knowledge Systems

- Designed and operated a cost-aware multi-agent environment with specialist roles, deterministic automation, activity-aware orchestration, backup workflows, and health monitoring.
- Defined requirements, routing boundaries, approval gates, and acceptance criteria; reviewed live behavior while AI assistance handled much of the implementation.

KXS.FM — iOS Product Delivery | App Store | github.com/iAhmedOT/KXS.FM

- Partnered with station stakeholders to shape requirements, content hierarchy, page copy, and user flows for the current iPhone app.
- Directed the Version 2.0 release, now live with listening, the official schedule, KXS.FM Live videos, a Home Screen widget, and Live Activity support.

SayIt — iOS / Computer Vision | github.com/iAhmedOT/SayIt-iOS

- Built an iOS application using camera input and an on-device ML model, with attention to recognition edge cases.

TECHNICAL SKILLS

QA & testing: manual real-device testing | exploratory, regression, integration, stress, and performance testing | defect investigation | Python test creation and maintenance | Swift | XCTest/XCUI | test planning | release validation

Support & operations: macOS and iOS troubleshooting | hardware and software diagnosis | account and service issues | connectivity | mobile-device-management support | escalation judgment | technical documentation | training

Development & AI operations: AI workflow design | multi-agent coordination | approval-gated automation | reliability monitoring | Xcode | SQL | JavaScript | Java | HTML | MySQL | Spring | Git | Terminal fundamentals

EDUCATION

Bachelor of Science, Computer and Information Science — Notre Dame de Namur University | 2019