

Nick Calo

UI/UX Designer & Apple Technician

PROFILE

Designer and technician with a strong background in Apple product ecosystems, customer experience, and digital interface design. Blends creative problem solving with technical skill to deliver practical, easy to use solutions. Experienced in both customer facing repair work and internal product design through Apple's Career Experience program.

EXPERIENCE

Technical Expert, Apple; Troy, Michigan — 2023-Present

Responsible for diagnosing and repairing iPhone and Apple Watch devices with an emphasis on same unit repairs and turnaround efficiency. Maintains high customer satisfaction through clear communication and precise technical execution. Provides mentorship and training to new team members, supporting quality standards and workflow optimization.

Specialist & Technical Specialist, Apple; Troy, Michigan — 2021-2023

Supported customers with setup, troubleshooting, and optimization of iPhone, iPad, and Apple Watch devices. Guided customers through product selection and ecosystem integration to match individual needs. Promoted AppleCare+, trade in, and setup services while consistently achieving leading customer satisfaction metrics. Assisted with storewide training and product launch coordination, contributing to strong team performance and customer loyalty.

EDUCATION

Macomb Community College — AAS, Design & Layout - 2022

INTERNSHIP

UI/UX Designer, Apple; Cupertino, California — January 2025 - June 2025

Completed a rotation in Apple's Career Experience program as a UI/UX Designer for the eCommerce product team. Contributed to the design of internal business tools, dashboards, and icon systems supporting Apple's enterprise initiatives. Partnered with engineers and product managers to refine user flows and improve product usability. Received top evaluations for design quality, collaboration, and attention to user experience.

CERTIFICATIONS

iOS App Development - Meta | UI/UX Design - Google