

Nick Calo

UI/UX Designer & Apple Technician

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nickcalo.com

I design clear, useful interfaces and help people solve technical problems. My experience spans internal tools for Apple's eCommerce team, device repairs, and one-on-one customer support.

EXPERIENCE

UI/UX Designer

Jan 2025 - Jun 2025

Apple | Career Experience Program | Cupertino, CA

- Designed dashboards, internal business tools, and icon systems for Apple's eCommerce team.
- Worked with engineers and product managers to simplify user flows and improve usability.
- Completed the six-month program with top marks in design quality, collaboration, and user experience.

Technical Expert

2023 - Present

Apple | Troy, MI

- Troubleshoot and service iPhone, iPad, Apple Watch, Apple Vision Pro, AirPods, Apple TV, HomePod, AirTag, and Apple accessories.
- Handle complex technical issues and repair iPhones and iPads.
- Explain repair options clearly to customers and train newer technicians on repair standards and workflow.

Specialist & Technical Specialist

2021 - 2023

Apple | Troy, MI

- Helped customers choose, set up, and troubleshoot iPhones, iPads, and Apple Watches.
- Walked customers through AppleCare+, trade-ins, and setup services, and helped with launches and store training.

SKILLS

Design	Figma, Sketch, Procreate, Adobe Creative Suite, wireframing, prototyping, design systems
Research	User research, usability testing, accessibility / WCAG
Development	Xcode, SwiftUI, HTML / CSS, Framer, Play

EDUCATION & CERTIFICATIONS

Macomb Community College

AAS, Design & Layout | 2022

iOS App Development (Meta) • UI/UX Design (Google)