

Robert Romero

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SUMMARY

Technical Expert at Apple with 3+ years of in-store experience delivering successful hardware/software repairs, driving customer satisfaction, and mentoring team members. Holds a B.S. in Computer and Cybersecurity Engineering, with a strong foundation in diagnostics, systems architecture, and secure infrastructure. During an engineering internship with Apple's AirPods team, managed a full-scale testing lab of macOS devices and robotics—demonstrating fluency in Mac hardware, Bluetooth, and automation workflows. Combines technical depth with strong business engagement skills, using CRM and GSX tools to identify opportunities, drive conversion, and build lasting loyalty through personalized solutions and data-driven service strategy.

EXPERIENCE

Apple Inc. — Fort Worth, TX

Technical Expert (Sep 2024 – Present)

- Performed advanced diagnostics and root cause analysis across Apple devices, reducing repeat repairs.
- Mentored Specialists and supported technical growth through training and knowledge-sharing.
- Supported SMB clients via CRM and GSX tools for onboarding, outreach, and retention.
- Tracked KPIs with Lead Genius to analyze service trends and improve team workflows.

Technical Specialist (Jul 2021 – Aug 2024)

- Delivered personalized front-line tech support with 90%+ satisfaction and 3.25+ sessions/hour.
- Generated 25+ business lead referrals in one quarter through strategic customer engagement.
- Supported escalations and incident response, educating customers and resolving complex issues.

Hardware & Engineering Intern – AirPods Team

Apple Inc., San Diego, CA — Jul 2023 – Dec 2023

- Automated Bluetooth regression testing in Python, reducing drop rates by 20%.
- Contributed to firmware update 6A301, improving AirPods' multi-device connectivity.
- Performed QA across iOS/macOS to detect bugs, enhance stability, and ensure Bluetooth compatibility.

EDUCATION

University of North Texas — Denton, TX

BS, Computer and Cybersecurity Engineering

Courses: Cybersecurity Fundamentals, Secure Programming, Network Security, OS Security

SKILLS

Technical: Python, Regression Testing, CRM/GSX Tools, Data Analysis, ROS, Wireless Comms

Security: Network Security, Secure Programming, Threat Modeling, Endpoint Protection

Professional: KPI Tracking, Customer Success, Business Development, Mentorship

CERTIFICATIONS

- Google Cybersecurity Certificate (Coursera) – Completed
- Certified Network Defender (CND) – Completed

CLEARANCE

U.S. Citizen — Eligible for Government Security Clearance

References available upon request