

Faatimah Gamble, UX/UI Designer · Human Factors Engineer

Behavioral research and study operations at Apple, paired with accessibility-focused user research, usability testing, and product design across nonprofit and startup teams.

Contact Information

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Work Experience

Apple Inc.

User Studies Lab Technician

Jun. 2026 – Present

Human Factors Engineering · On-site Cupertino, CA

- Automate device data extraction and sorting with a custom shell script, cutting per-session data handling from 15+ minutes to under 30 seconds, eliminating manual errors across 25+ study sessions.
- Write and maintain 7 device-setup and study-protocol SOPs adopted by multiple teams across locations, enabling researchers to reproduce identical test conditions and keep behavioral data consistent.
- Configure 100+ devices across four product types (iPhone, Apple Watch, AirPods, and Mac) to exact software, layout, and documentation specs, keeping every test environment tightly controlled.
- Re-engineer study-session setup into self-serve, documented workflows, cutting recurring how-to requests to fewer than 3 per week and removing support bottlenecks between sessions.

Process Automation

Technical Writing

Study Facilitation

Behavioral Data Collection

Mac+ and Media Services Level 2 Advisor

Jun. 2025 – Jun. 2026

Apple Support College Program · Remote

- Promoted to Level 2 subject-matter expert within 18 months, spanning Apple's full product and services ecosystem from Mac and iPhone to AppleCare One and billing.
- Sustained 95%+ CSAT while resolving 15–30 complex daily escalations spanning hardware diagnostics, software troubleshooting, and billing.
- Fielded 4–8 escalated consults per shift from L1 advisors as live decision support on complex technical cases.

iOS Level 1 Advisor

Jan. 2024 – Jun. 2025

Apple Support College Program · Remote

- Handled 160+ monthly sessions at a 13-minute average handle time, well under the 16–18 minute team average, resolving most issues on first contact without transfers or callbacks.
- Synthesized behavioral patterns from hundreds of support interactions into friction insights that informed workflow improvements.

Research Experience

Product Developer | UNT

Aug. 2025 – Dec. 2025

Daily Living Labs · Nonprofit developing accessible solutions for individuals with disabilities

- Led user research with 12 individuals with limited mobility to pinpoint ergonomic pain points in assistive eating devices and define requirements for stability, cleanability, and ease of use.
- Prototyped and tested 4 iterations via 3D printing with 6 target users, refining ergonomics against real-world performance standards.
- Presented final product specifications, approved by stakeholders as the design direction, balancing participant needs, physical constraints, and usability.

User Research

Ergonomics

3D Prototyping

Accessibility

Usability Testing

UI Design Intern | Doctor Notes

May 2025 – Jul. 2025

Doctor Notes · Remote

- Designed an appointment-sharing feature across 59 screens and 4 feedback rounds using competitive analysis, usability evaluation, and stakeholder interviews.
- Shipped the feature to production, where the app held a 5-star App Store rating post-launch.

Competitive Analysis

Usability Evaluation

Stakeholder Interviews

Education + Certifications

B.F.A., Communication Design: User-Experience Design, Minor in Art History

May 2026

University of North Texas · Denton, TX

Generative AI, Prompt Engineering, and the Future of UX/UI Design

Dec. 2025

IBM · Coursera certificate

Skills

Research Methods · User interviews, behavioral observation, journey mapping, protocol execution

AI and Automation · Claude Code, prompt engineering, generative-AI workflows for research synthesis and design

Tools · Figma, Framer, Adobe Illustrator, Keynote, Terminal, Pages, Apple Human Interface Guidelines

Collaboration · Cross-functional teamwork, stakeholder communication, Slack, Webex, Mural, FigJam