

Matthew Wu

San Francisco, CA | 415.900.6156 | matthewyw@gmail.com | [linkedin.com/in/matthewyw](https://www.linkedin.com/in/matthewyw)

EXPERIENCE

Cruise Automation (www.getcruise.com), San Francisco, CA

08/2018 – present

Technical Support Specialist

- o Manage autonomous vehicle testing in San Francisco, while actively data-collecting vehicle's behavior on the road, and performing pre/post-drive test analysis.
- o Execute daily vehicle launch validation protocol, perform vehicle branch updates in Python, troubleshoot vehicle startup errors, perform diagnostics of software/hardware errors, and collaborate with vehicle engineers to resolve technical issues while on and off the field.
- o Documented over 200+ detailed vehicle reports, troubleshooting and resolving issues through JIRA ticket management, and providing performance feedback to engineers for analysis.
- o Onboarded and trained over 10 Test Specialists to the team, providing thorough training on vehicle operations, troubleshooting, and department safety protocols.

Spire, Inc. (www.spire.io), San Francisco, CA

08/2017 –

08/2018

Quality Assurance Analyst

- o Partnered with Founders to lead product testing of Spire's health monitoring wearable by recruiting participants to execute data-collection studies.
- o Managed full-scope of data-collection study: creating study protocol, recruitment of 260+ study participants, set up data-collection tools and programs for each participant, documented each aspect of the study, troubleshooting and performed diagnostics as needed.
- o Performed data collection through Python, utilized GitHub to pull updated branches, ensured data is captured accurately and concisely, summarized and communicated project status to teams, and maintained data-collection files database.
- o Maintained partnership with external research vendors; provided training, support, and technical assistance with Spire devices.

Federal Reserve Bank of San Francisco, San Francisco, CA

02/2016 – 07/2017

People Operations

- o Partnered with recruiters and business leaders to fulfill Bank's hiring needs, resulting in 320 plus hires in 2016.
- o Developed candidate pipelines, and screened candidates for Information Technology, Cyber Security, National IT, Communications, Cash Product Office, Financial Risk, and Human Resource roles.
- o Managed candidate experience: coordinated interviews from inception to completion, provided feedback and check-ins, conducted reference and background checks, prepared offer letters, and facilitated on-boarding.
- o Maintained social media content updates on LinkedIn, Glassdoor, and partnered with Bank's Communication team to develop semi-monthly content.

Pandora, Oakland, CA

01/2015 – 02/2016

People Operations

- o Provided sourcing support to senior technical recruiters: screened and identified candidates, coordinated interviews, maintained candidate relationships, and fulfilled hiring goals of over 800 employees in 2015.
- o Managed complex interview scheduling with local and international teams, arranged travel and processed expenses, ensured high-quality candidate experience through ongoing support and engagement, led new hire onboarding and HRIS data entry: offer letter generation, relocation, day-one orientation, I-9 verification.
- o Participated in the implementation of Workday HRIS from Salesforce VANA; performed quality assurance testing during project migration.
- o Provided Workday HCM support to managers and HRBPs for employee transactions from hiring, internal movement, merit, and separations.

PT Systems, San Francisco, CA

06/2013 – 01/2015

Agency Recruiting

- Recruited full-time and contingent workers for clients in New York City, and San Francisco Bay Area.
- Closed candidates for Information Technology, Project Managers, User Experience-Interaction Designers, QA Engineers, Data Center Engineers, Business Analysis, and General & Administrative roles.
- Utilized Boolean search, Google search, referrals, LinkedIn InMail and Groups, job boards, social networking, and cold calling to identify candidates.
- Kept candidates engaged throughout the interview and offer process; provided feedback and check-ins, negotiated salary, conducted reference and background checks, prepared offer letters, and executed on-boarding.

Elliott Management Corporation, New York, NY

06/2012 – 02/2013

Account Manager

- Managed outside vendor contracts totaling \$20 million in annual service expenditures for the organization.
- Maintained company-wide user access/subscriptions to market data and research services, including but not limited to: Bloomberg Terminals, Thomson Reuters Terminals, LexisNexis, financial exchanges, periodicals, journals, and libraries.

Imagine Software, New York, NY

08/2009 – 06/2012

Human Resources Associate

- Grew company headcount by 30%; successfully sourced and filled roles in Software Engineering, Product Development, Quality Assurance, Information Technology, and Sales teams.
- Managed new hire onboarding, employee benefit programs, personnel records management, I-9 audits, EEO compliance, reporting, payroll, and employee relations.

SKILLS

- Apple macOS, iOS, iPadOS - 10+ years of experience
- Google Suite, and Microsoft Office Suite - 10+ years of experience
- Windows, Linux - 10+ years of experience
- Systems Installation, Configuration, and Upgrading - 10+ years of experience
- HTML, CSS, JavaScript, Python - 3+ years of experience
- Technical Support and Troubleshooting - 5+ years of experience
- Product Testing and Quality Assurance - 3+ years of experience

EDUCATION & VOLUNTEERING

University at Buffalo, Buffalo, NY

05/2009

Bachelor of Science: Business Administration

Udemy - The Web Developer Bootcamp

08/2017

Coursera - Google IT Support Professional Certificate

05/2020 - present

Human Rights Campaign (HRC) - San Francisco

Juvenile Diabetes Research Foundation (JDRF) - San Francisco Chapter