# Joshua W. Long

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## PROFILE

Technology professional seeking career opportunity in Networking. Solid business analysis, QA, and R&D experience. Strong consulting skills serving clients internationally. Overseas employment in Japan including work in translation, writing, and editing. Actively pursuing CCNA certification.

**EDUCATION**

**B.A., Art, San Francisco State University**

Emphasis: Conceptual/Information Arts, a program dedicated to exploring the intersection of art and technology

**CERTIFICATIONS AND SKILLS**

Python,VMware, Waterfall and Agile

Scrum Master PSM-I credential ID 179813 (https://www.scrum.org/user/179813)

Operating systems: Windows, Mac, Linux

**PROFESSIONAL EXPERIENCE**

**November 2020 to March 2021 /** Customer Solutions Advisor/Technical Support III

Amazon (contract)

Las Vegas, NV

* Provided technical support for field technicians in the US and Japan installing and servicing Amazon low-voltage network devices for gate control systems; On-call support for Japanese technicians
* Created SOP documentation in English and Japanese
* Translated technical documentation from English to Japanese
* Assisted Japanese expansion team and supported US Key for Business operations

**June 2018 to September 2020 /** Sr. Test Operator at Cruise Automation,

San Francisco, CA

* Managed specialized autonomous vehicle testing as part of the R&D team
* Worked with QA team on operator and passenger interface built on Android
* Developed and implemented safety protocols for R&D garage operations

**February 2014 to May 2018 /** Business Analyst atWholesale Change,

San Francisco, CA

* Consultant and process/product analyst for healthcare services startup, a delivery platform providing advice and insurance services using web-based tools
* Conducted case studies for determining product scope and viability used in marketing strategies