

Ian O'Brien

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Skills:

- <https://github.com/Ian-OBrien-503>
- C++, C, Python, Javascript, Google Cloud, Linux OS/command line

Experience:

Quality Improvement Technician

Columbia Crest Winery: Paterson, WA

August 2013 - July 2014

- Quantitative, qualitative, and sanitation audits on 3 bottling lines that ran 24 hours a day at approximately 200 bottles per minute. Biological testing on finished wine. Conducted sensory evaluations of finished wines and experimental packaging trials. Inspected and maintained accurate records in a MS Access database of bottling and packaging component audits (glass, corks, capsules, labels, etc.). Ensured compliance with federal requirements for printed packing material and fill volumes.

Harvest Lab Technician

Columbia Crest Winery: Paterson, WA

June 2013 - August 2013

- Kept detailed records of incoming vineyard samples (approximately 150 samples per day). Crushed and processed vineyard samples to be tested for pH, Brix, and total acidity. Daily tank rounds and sampling for fermentation progress and temperature. Calibrated lab machinery and maintained cleanliness of lab and equipment

Customer Service Representative

Amazon.com: Kennewick, WA

June 2010 - June 2013

- Assisted customers via phone with issues ranging from general website navigation and returns, refunds to technical troubleshooting Kindle reading devices. Worked on small teams of pilot programs that provided specialized customer support for newly launched services (AmazonFresh, AmazonTote, Kindle Support). Repeatedly awarded highest customer satisfaction rate on the team.

Harvest Cellar Intern

Hogue Winery: Prosser, WA

June 2009 - March 2010

- Assisted in crush pad crew with incoming fruit pressings and daily cleaning of augur, press, destemmer. Assisted cellar with inoculations, additions, racking, transfers, and tank/barrel cleaning

Education:

Portland State University

Computer Science and Mathematics

Winter 2017-present

Portland Community College

Mathematics and Computer Science

Spring 2016 - Spring 2018