

Jose J Orozco

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EDUCATION

University of California, Los Angeles (UCLA)

Bachelor of Science, Linguistics, Concentration in Computer Science
Honors: Dean's List, Presidential Honors for Community Service

Los Angeles, CA

Aug 2021 - June 2024

Los Angeles City College (LACC)

Associates Degree, Computer Science

Los Angeles, CA

June 2023

TECHNICAL SKILLS

- **Languages and Frameworks:** HTML, CSS, JavaScript, Appium
- **Software and Tools:** Github, Visual Studio, JIRA, Zendesk, Asana, Shopify, Trello
- **Customer Facing:** Bilingual in Spanish, Patience, Solving Ambiguity, Resourcefulness

WORK EXPERIENCE

Apple

Product Specialist

Los Angeles, CA

Aug 2024 - Present

- Assisted in the successful launch of Apple Del Amo, contributing to seamless customer experiences.
- Facilitated product sales, built customer relationships leading to top sales on a quarter by quarter basis.
- Resolved complex technical issues for our clients by troubleshooting issues and running diagnostics at the Genius Bar.
- Communicated key metrics and target deadlines with teams to ensure increase of metric rates.
- Guided team members through task delegation, knowledge transfer and empowerment to exceed quarterly focuses.
- Undertook quality assurance tasks for repair diagnostics, improving iPhone trade-in rates by 10%.

Focus Your Ideas

Software Quality Assurance Engineer

Hollywood, CA

Feb 2023 - May 2025

- Focused on Quality Assurance testing at FYI, an AI app startup created by lead of the Black Eyed Peas, will.i.am.
- Created detailed, comprehensive, and well structured test cases for beta app builds on JIRA.
- Executed manual tests for the app on various operating systems and devices such as iOS, Android and MAC.
- Integrated automated testing to workflow using Python and Appium, leading to 30% quicker test case completion.
- Collaborated with cross functional teams to identify, troubleshoot and resolve critical bugs and blockers.
- Performed regression tests to sustain high quality builds and releases; executed and managed multi-level projects.
- Led bi-weekly sprints to discuss product goals, KPIs, and future JIRA tickets to accelerate tasks, underwent the SDLC.
- Overhauled FYI's website on Zendesk using HTML, CSS, and JavaScript, ensuring responsiveness on various devices.

eBay

Product Specialist

Monterey Park, CA

Aug 2021 - Dec 2022

- Managed an e-commerce store on multiple platforms such as eBay, FBMP, Mercari and Amazon.
- Led to an increase of sales by 60% through SEO, customer retention, conversion, and website optimization.
- Handled tasks such as backend operations, shipping, product organization, pricing, and customer service.
- Utilized Excel for report on sales, inventory, for strategic planning and monitoring for price updates.
- Streamlined operations for peak ROI leading to an increase of store ratings by 30%, increasing store reputation.

National Aeronautics and Space Administration

Project Management Intern

Los Angeles, CA

Sept 2020 - Dec 2020

- Collaborated with a team of NASA L'SPACE PMs assigned to create a proposal with a budget, based on research done for a lander on one of Saturn's moon, Enceladus; leading planning sessions with cross functional teams.
- Managed the budget constraints of \$100,000 resulting in a 20% yield cost savings cost of materials for our project, ensuring there were no unnecessary costs included in the grant; further eliminating cost redundancies.
- Identified areas in which to effectively save time by implementing agile methodologies, tracking group goals leading to a quicker resolution for project related tasks.

PROJECTS

Wordle Clone

HTML5, CSS3, React JS, Google Fonts API, UI/UX Design, Firebase, Yarn

- Developed a Wordle Clone in React illustrating design principles containing a clean user interface.

Project Management Certificate - Google

- Enrolled in Google's Project Management Certification course for my CAPM.
- Further developed an understanding on product operations, management, and sprint planning.