Jose J Orozco

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EDUCATION

University of California, Los Angeles (UCLA)   **Los Angeles, CA**
Bachelor of Science, Applied Linguistics, Concentration in Computer Science   *June 2024*
- USC Hackathon, Osher Scholarship.

Los Angeles City College   **Los Angeles, CA**
Associates Degree, Computer Science   *Feb 2023*
- Relevant Coursework: Data Structures, Web Development, OOP.
- Honors: 3x Dean's List Recipient, Presidential Honors for Community Service.

TECHNICAL SKILLS

- **Languages and Frameworks:** HTML, CSS, JavaScript, SQL.
- **Software and Tools:** Github, Visual Studio, Trello, JIRA, Zendesk, Salesforce, Shopify, Asana
- Miscellaneous: Bilingual in English & Spanish, Data Entry, Microsoft Office, Canva, SEO, Leadership.

WORK EXPERIENCE

Apple   **Torrance, CA**
Product Specialist   *Aug 2024 - Present*
- Facilitated product sales, built customer relationships to ensure customer and business goals were met.
- Resolved technical issues for customers and guided patrons for their specific product based needs.
- Communicated key metrics and target deadlines with teams to ensure increase of consumer retention rates.
- Provided consultation tactics to better assist customers with product selection by responding to technical inquiries.

Focus Your Ideas   **Hollywood, CA**
Software Quality Assurance Engineer   *Feb 2023 - Present*
- Specialized in the QA development at FYI, an AI app startup created by lead of the Black Eyed Peas, will.i.am.
- Created detailed, comprehensive and well structured test plans and test cases for 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 tools for web accessibility on various browsers to follow through with ADA compliance.
- 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 front end technologies, ensuring responsiveness on various devices.

East Los Angeles College   **Monterey Park, CA**
Software Quality Assurance Intern   *March 2021 - Aug 2021*
- Organized and inspected Arduino software and hardware to ensure proper functionality for ELAC's IT department.
- Held weekly standup meetings to discuss future goals and planned out further implementations of Arduino Software.
- Utilized Arduino IDE to run test scripts on Arduinos for software crashes to ensure each Arduino was defect free, then recreated bugs for QA/QC validation.

National Aeronautics and Space Administration   **Los Angeles, CA**
L'SPACE Project Management Intern   *Sept 2020 - Dec 2020*
- Collaborated with a virtual team of NASA PMs assigned to create a proposal with a budget, based on research done for a lander on one of Saturn's moon, Enceladus.
- 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.
- Identified areas in which to effectively save time by implementing agile methodologies, tracking group goals which lead to a quicker resolution for project related tasks; conducted market research.

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.

E-Commerce Sole Proprietor
- Ran an e-commerce site on various platforms such as eBay, Mercari, and FBMP, maximizing profit margins.

Project Management Certificate - Google
- Currently enrolled in Google's Project Management Certification course.