JOSE OROZCO

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EDUCATION

University of California, Los Angeles (UCLA)   Los Angeles, CA
Bachelors Degree, Linguistics with a Concentration in Computer Science   *Aug 2021 - June 2024*
Awards: Associates in Computer Science, Transfer Honors, OSHER Scholarship Recipient

TECHNICAL SKILLS

Languages: HTML, CSS, JavaScript, Python
Functional and Software QA: Product Life Cycle, iOS Testing, Regression Testing, Agile Project Management
Software and Tools: Selenium, Github, VS Code, XCode, JIRA, Zendesk, macOS, Windows
Certifications : Google Project Management Certification

EXPERIENCE

Apple   Aug 2024 - Present
Technical Support Specialist   *Pasadena, CA*

- Optimized Genius Bar workflows through streamlining triage, diagnostics, and creating effective documentation across multiple technical customer appointments, leading to quicker sessions per queued hour.
- Performed troubleshooting for a variety of Apple hardware and software issues relating to: iOS, Watch OS, Cellular Connectivity, iCloud, VPNs, Restores, Airpods, Repairs, etc.
- Oversaw the new store opening of Apple Del Amo during iPhone 16 launch season, contributed to seamless customer experiences in the Product Zone; Ranked top 5 in sales for the quarter with high metrics in NetPromoter Scores, and AppleCare attachment.

Focus Your Ideas   Feb 2023 - May 2025
Software Quality Assurance Intern   *Hollywood, CA*

- Performed quality assurance testing at FYI, a startup created by will.i.am from the Black Eyed Peas.
- Applied SDLC knowledge for the creation of test plans, release validation, and website development.
- Debugged cross-platform issues on iOS, Android and macOS, through analyzing crash logs on xCode, diagnostics, and techniques such as "divide and conquer" to identify, reproduce, and isolate root causes to resolve issues.
- Collaborated with developers, designers, and product teams to reproduce bugs, triage defects, and ship out high quality software releases using JIRA workflows for 50,000 users.
- Led sprints for QA and presented summary reports on app bug results, future features, and completed tickets.
- Partnered with clients such as Mercedes to validate their automotive navigation system called, "sound-drive", ensuring product secrecy, and reliable app testing, before the deployment into millions of vehicles by 2025.
- Actualized daily app builds by performing build acceptance, smoke, regression, exploratory, and compatibility testing; reporting regressions and crash logs to save future costs and time.

East Los Angeles College   March 2021 - Aug 2021
Quality Assurance Intern   *Monterey Park, CA*

- Organized and inspected Arduino hardware and software to ensure proper functionality for students and faculty.
- Utilized Arduino IDE to run test scripts on Arduinos to test hardware related crashes to ensure hardware functionality to detect defective models.

National Aeronautics and Space Administration   Sept 2020 - Dec 2020
L'SPACE Project Management Intern   *Remote*

- Collaborated with a variety of teams from across the country assigned to create a research proposal for a lunar lander on one of Saturn's moon, Enceladus.
- Executed the proposal using agile methodologies while managing budget constraints of 100,000 dollars, resulting in a 20 percent cost savings cost of materials for our project, ensuring there were no unnecessary costs in the grant.

PROJECTS

Overwatch Automation | *Selenium, Python, Visual Studio Code, HTML/CSS*   Feb 2026

- Currently working on automating test cases using Selenium and Python for Overwatch heroes.

Wordle, But Better | *HTML5, CSS3, React JS, Firebase, Google API*   April 2024

- Reworked Wordle in React, improved upon by adding a word bank, custom words, and a firebase login.