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*
Associates in Computer Science, Osher Scholarship, Presidential Honors

TECHNICAL SKILLS

Languages: HTML, CSS, JavaScript, Appium, Quality Assurance Testing
Frameworks and Tools: Selenium, Github, Visual Studio, JIRA, Zendesk, xCode
Miscellaneous: Bilingual in English and Spanish, Data Entry, Microsoft Office, Canva

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 queued per hour.
- Collaborated with management to increase NPS through timely assistance, and appointment follow ups, ensuring high customer satisfaction in order to further increase product adoption and education, through troubleshooting all ranges of Apple hardware and software.
- Oversaw the new store opening of Apple Del Amo during iPhone 16 launch season, contributing to seamless customer experiences; further supporting business performance through knowledge transfer, and skill development, directly contributing to KPI's such as apple care, trade-ins, and revenue.

Focus Your Ideas — Feb 2023 - May 2025
Software Quality Assurance Engineer — *Hollywood, CA*
- Performed manual and automation testing at FYI, an AI startup created by will.i.am from the Black Eyed Peas; charged with the creation of test cases, automation, website creation, and ADA compliance.
- Executed manual tests for the app on various operating systems and devices such as iOS, Android and MAC; ensured collaboration with cross-functional teams to help resolve critical bugs.
- Utilized JIRA to document and track software bugs and issues in order to maintain app quality for testing. Enhanced workflow for over 50,000 users by enhancing webpages' CSS for an improved web UI.
- Led bi-weekly sprints to discuss product goals, KPIs, and future JIRA tickets to accelerate tasks.
- Partnered with clients such as Mercedes AMG for manual testing of their verison of CarPlay, "sound-drive" built into millions of automobiles by the end of 2025, ensuring the delivery of high quality testing.
- Actualized daily app builds by performing build acceptance, smoke, regression, exploratory, compatibility, and recovery testing; reporting regressions and crash logs to save potential costs and time.

East Los Angeles College — March 2021 - Aug 2021
Software 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 for software crashes to ensure each Arduino was defect free, then recreated bugs to QA validate against defective models to improve software quality.

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 NASA lander on one of Saturn's moon, Enceladus.
- Managed the budget constraints of 100,000 dollars, resulting in a 20 percent yield cost savings cost of materials for our project, ensuring there were no unnecessary costs included in the grant; identifying areas to implement agile methodologies for quicker project resolution.

PROJECTS

Wordle Clone | *HTML5, CSS3, React JS, Google API, UI/UX Design, Firebase* — June 2023
- Developed a Wordle Clone in React illustrating design principles containing a clean user interface. Inserted a word bank, added functionality for custom words, and a login using Firebase for authentication.

Google Project Management Certificate | *In Progress* — 2025 - Present