

## Grace Choi

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### Contact Information

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### Work Experience Google (via BCForward)

*November 2017 – Present*

#### Quality Analyst (Google Play Apps)

*June 2019*

- Self-motivated to maintain the top performance among all quality analysts.
- By analyzing their contents in detail, tested more than 500 Android applications to check their compliance with the GooglePlay policy.

#### Quality Analyst (Google Play Movies and TV)

*May 2018*

- Calibrated on policy and workflow knowledges with multiple teams to ensure consistent quality assurance across board.
- Created a weekly root cause analysis report and a weekly trends report to provide new updates.
- Managed a large data containing historical QA batches in GSuite spreadsheet.

#### Quality Analyst (YouTube Red Global)

*April 2018*

- Created operators' dissatisfaction survey results to maintain a high quality customer service with a superb satisfaction score.
- Managed a weekly quality analyst calibration meeting with a Kuala Lumpur team.

#### Contents Analyst (YouTube Incubation)

*January 2018*

- Effectively communicated with multiple cross-functional teams including machine intelligence engineering team in London, a project management team in Mountain View, and an operator team in San Jose to collect data for improving the AI tool.

#### Content Reviewer (YouTube Trust and Safety)

*November 2017*

- Created a business strategy to achieve weekly and monthly objectives (e.g., hitting 450 videos daily).
- Adapted fast to a consistently changing work environment with a new policy update.

### Programming Contests

2019 **TopCoder Open**: Won **t-shirt** by solving a problem in Round 3 (Top 400).

2019 **Facebook Hacker Cup**: Advanced to Round 2 (ranked 671<sup>th</sup>).

Solved over **700+** problems in multiple online judges in C++ programming language.

### Coursework

**Introduction to Algorithms**

*April 2019 – January 2020*

**Introduction to C++ Programming Language**

*April 2019 – December 2019*

**A Second Course in Algorithms**

*January 2020 –*

**Mathematics for Computer Science**

*January 2020 –*

### Education

**California State University, Sacramento**

*August 2015 – May 2017*

Bachelor of Arts in Communication Studies (Public Relations)

### Skills

Detail Oriented | Problem Solver | Customer Interaction | Multi-tasking

Proactive | Strong Work Ethic | Creative Thinker | Fast Learner | iWork | GSuite