

# Kilho Chang

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## EDUCATION

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**San Jose State University** | San Jose, CA | May 2021

**GPA: 3.72**

**Bachelor of Science (B.S.) in Industrial Technology Concentration in Computer Electronics and Network Technology**, Minor in Business Management

## SKILLS

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- Technical Skills - DHTML, CSS, SASS, Python, Selenium, PostgreSQL, JIRA, Git, Slack, iOS/Android testing, Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Accessibility(all y concepts): WCAG and Section 508 (VoiceOver, JAWS/NVDA), Linux, Unix, CI/CD, E-commerce Development (stripe payment gateway), Firebase, Self-driving, Robotics(e.g. Food Serve robot), etc.
- Native Korean speaker, knowledge of business culture and characteristics of the Korean language
- Soft Skills - Ability to effectively communicate in English or Korean as both a lead and team player, multitasking within various time zones, highly detail oriented, strong focus on analytics, proven quick learner with little supervision needed

## WORK EXPERIENCE

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**UnifyQ.com, San Jose, CA | Front-End Web Developer/QA Engineer**

July, 2022 - Current

- Created and developed Unifyq.com from scratch
- Develop E-commerce website with Stripe payment gateway and Firebase from scratch
- Develop and designed responsive websites with HTML, CSS, Javascript, DOM, and Bootstrap
- Use CSS preprocessor SASS to style websites
- Use Flexbox and Grid layout to create the main UI structure
- Create test plans/test cases for testing web site
- Develop automation framework for ecommerce website
- Continuous integration and continuous delivery (CI/CD) for Dev/QA best practices

**Stealth Startup, San Jose, CA | QA Engineer**

July, 2020 - Nov, 2021

- Created and executed end-to-end eCommerce/On-demand iOS mobile application test suites/cases to identify software problems
- Developed Root Cause Analysis to transform escalation to implementation of risks and resolutions and shared the JIRA dashboard across the engineering and product teams to help prioritize engineering OKRs.
  - Component-based labeling in JIRA ticket to identify which components had the most issues
  - Created/Shared a dashboard to show # of issues found weekly, monthly, quality, and yearly across the organization

- o Looked into source code in Github first and then reviewed the JIRA issue labels with engineers when needed
- Created test plan/test cases for mobile/web accessibility tests based on WCAG and Section 508 (VoiceOver, JAWS/NVDA)
- Created test plans/cases for functional, acceptance, performance, localization, and regression tests and updated/recorded test results accordingly.
- Escalated P0/P1 issues to engineers via Slack daily basis to enhance and improve software quality in a timely manner.
- Present the weekly QA quality status to C-level executives.
- Facilitated bug triage meetings with the developer and project manager to align on priority, versions, and scope and provided detailed reproducible steps with video, screenshot comparison with Figma UI/UX design, and PRD doc to appropriate engineer.
- Attended daily standup to provide current release status and high priority issues/dependencies for stakeholders satisfaction.
- Identified mobile UI/UX design requirements with Figma and ensured all requirements are met.
- Market research on issues reported by users of on-demand food delivery competitors and provided feedback to product managers and lead engineers to improve our product quality.
- Updated 20 different product category lists and produced weekly reports using Excel spreadsheet function
- Researched and compared similar delivery applications from Google play and Apple app store and provided product feedback to the SW engineering team
- Recommended improvements in software to enhance user experience
- Analyzed bugs and errors found during tests
- Continuous integration and continuous delivery (CI/CD) for Dev/QA best practices

## **Udemy COURSES in Progress**

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- Robot Framework Test Automation
- Autonomous Robots: Model Predictive Control
- The Complete Self Driving Car Course: Applied Deep Learning

## **CERTIFICATION**

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- Introduction to Internationalization and localization - [University of Washington \(Edx\)](#) Aug 2021
- [Selenium Webdriver with PYTHON + frameworks \(Udemy\)](#) May 2021
- [SQL Bootcamp \(Udemy\)](#) May 2021
- [Build Responsive Real-World Websites with HTML and CSS](#) May 2021
- Certified Scrum Master – [Scrum Alliance](#) since 2018

## ACTIVITIES

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Computer Electronics and Network Technology Club| San Jose University

2018 - 2020

- Advised/assisted freshmen and other students in class with class materials

## SCHOOL AWARDS

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San Jose State University | Charles W. Davidson College of Engineering (Dean's Scholar)

2020

- In recognition of exemplary academic achievement and has been awarded the distinction of Dean's Scholar.

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2020

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Phi Kappa Phi | Honor society

2020

- Became a member of Phi Kappa Phi Honor society by achieving a cumulative level of academic standing 3.5GPA.