Alexander Ung

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San Jose, CA

EDUCATION

Master's of Science in Information Technology | Southern New Hampshire University | Hooksett, N   Fall 2022
Concentration in Software Development

Bachelors of Science in Computer Science | San Jose State University | San Jose, CA   2011 - 2016

EXPERIENCE

Software Engineer | The Select Group, Vendor, onsite at **Apple**   **June 2021- January 2025**
- Monitored and maintained existing services and production code to ensure optimal functionality and reliability in live environments.
- Designed and developed customer-centric tools using Python, addressing unique requirements and enhancing overall user satisfaction.
- Authored and updated detailed documentation for tools, ensuring clarity and ease of use for end-users and internal teams.
- Optimized and standardized production tools, reducing operational inefficiencies and improving scalability.
- Conducted quality assurance of SQL code to ensure accuracy, performance, and adherence to best practices.
- Wrote SQL queries tailored to meet end-user requirements, enabling data-driven decision-making and streamlined workflows.
- Collaborated cross-functionally with teams to implement best practices, driving consistency and alignment across workflows.
- Conducted rigorous testing and debugging of tools and services to maintain high-quality standards and minimize downtime.

Automation Engineer | *DISYS, Contract, onsite at* **Facebook**   **October 2019 - June 2021**
- Refactored test automation scripts to align with best practices, improving efficiency and maintainability.
- Managed automation devices and tests, ensuring seamless continuous integration and build stability.
- Collaborated with cross-functional teams to identify and resolve issues, enhancing workflows.
- Designed and implemented tools to improve scalability and drive operational efficiency.
- Authored and updated documentation to streamline integration of Facebook internal tools across teams.

Software Engineer | *Intelliswift, Vendor, onsite at* **Apple**   **October 2017 - December 2018**
- Developed proprietary web applications to ingest data into PostgreSQL and provide statistics for team leads.
- Built Swift and Ruby on Rails applications to streamline data validation and document review workflows.
- Refactored Python scripts for future JSON support, automating tasks and increasing productivity.
- Created a Flask web app integrating Python, Tableau, and Jira API for pipeline data visualization.
- Led team meetings to ensure progress, resolve blockers, and meet project deadlines.

Data Annotation Specialist | *ProUnlimited, Contract, onsite at* **Apple**   **October 2016 - December 2017**
- Conducted audits and mentored colleagues to ensure data quality and integrity.
- Provided constructive feedback and generated detailed bug reports for developers.

SKILLS

Programming Languages
- Python, SQL, HTML5/CSS, JavaScript, Swift, Ruby on Rails, Java

Tools & Frameworks
- Git, Tableau, REST API, Flask, Bootstrap, React, JIRA, CRM systems