

Alex Zhen

alexzhen93@gmail.com | Brooklyn, NY

LinkedIn: www.linkedin.com/in/alexzhen93 | GitHub: www.github.com/alexzhen93 | Portfolio: www.alexzhen.com

WORK EXPERIENCE

Apple Inc.

QA engineer – Intern

New York, NY

01/2025 – 06/2025

- Optimized bug tracking by using the Radar system to log, organize, and monitor issues, improving communication between QA and engineering teams and reducing average resolution time by 20%.
- Increased eSIM testing efficiency by designing and executing detailed test cases on unreleased iOS builds, performing manual eSIM transfer testing across more than 20 real world scenarios with the three major U.S. carriers, and reducing defect leakage by 15 percent.
- Automated regression testing by building Python scripts for unreleased software, cutting manual testing time by 30% and ensuring consistent test coverage across internal builds.
- Developed a Python script to convert testing pipeline metadata into organized Excel reports, improving KPI tracking efficiency and reducing manual reporting time by 50%.

Performance engineering – Intern

01/2023 – 06/2023

- Increased software reliability by 30% by reducing critical bugs through the implementation of comprehensive test plans and automated testing frameworks across 42 Xcode target extensions using Swift and Objective C.
- Reduced onboarding time by 40% by creating detailed documentation for all Xcode target extensions, systematically published on the internal Confluence page for easier access.
- Enhanced platform stability by 20% by leading efforts to identify and fix bugs in Rosetta, improving test coverage across macOS, iOS, watchOS, and tvOS.
- Increased code coverage by 30% and decreased critical bugs by 20% by developing cross platform Unit and UI tests in Xcode, ensuring robust functionality across Apple's ecosystem using Swift and Objective C.

Web application developer – Intern

06/2021 – 11/2021

- Accelerated data processing speed by 50% by developing a TypeScript based service that integrated with Apple's project management platform (Radar) and creating new APIs to meet business needs using Node.js.
- Enhanced project tracking accuracy by generating and analyzing feedback data for over 1880 projects, improving project tracking concepts used within the Apple Media Product organization.
- Reduced pipeline bugs by 95% by integrating Jest into the codebase, achieving 95% code coverage through rigorous unit testing with TypeScript.
- Improved project quality visualization by building core components of a tree view, allowing visualization and measurement of thousands of projects, using Angular and Node.js.

Technical Specialist

05/2019 – 07/2025

- Resolved 95% of software bugs by performing detailed reviews and debugging, applying strong analytical skills.
- Maintained a 90% issue resolution rate by troubleshooting and resolving software problems, ensuring high client satisfaction.
- Cut follow up inquiries by 85% by providing clear documentation and solutions, leveraging technical expertise and communication skills.
- Boosted team engagement by 30% by fostering a culture of respect and collaboration, enhancing team inclusivity.

EDUCATION

City College of New York

Bachelor of Science in Computer Science

New York, NY

- **Certificated:** Facebook/CodePath.org Cybersecurity Certify of Completion.
- **Relevant Courses:** Data Structure, Algorithms, Database System, Machine Learning, Website Design.

SKILLS & INTERESTS

Language: English, Spanish, Cantonese, Mandarin

Programming Languages/Technology: Python, HTML, CSS, JavaScript, TypeScript, React, Angular, Git, GitHub

Interests: Volleyball, video games