Ash Tucker

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TECHNICAL LANGUAGES & SKILLS

JavaScript, React, NodeJS, Python, Amazon AWS S3, HTML, CSS, Redux, Flask, Express, SQL, PostgreSQL, SQLAlchemy, Alembic, Sequelize, Pug, Selenium, Mocha, Chai, Docker, Heroku, Github, Git

PROJECTS

Benkyou - Brainscape.com clone **(React / Redux / Flask)**   **repo** | **live site**

- Improved the user experience by utilizing **AWS S3** to implement optional image uploads
- Designed a custom **React** carousel component and **CSS** transitions to create a unique flash-card studying experience
- Incorporated **Redux** state patterns to architect highly scalable state management

La Table - OpenTable.com clone **(React / Redux / Flask)**   **repo** | **live site**

- Served as project **scrum master**, planned the **Redux** state and backend **API** routes, led daily stand-ups and end of day check-ins as well as pair-programmed with team-mates to ensure project deliverables were met
- Designed a **React** form and accompanying function to create multiple available reservations between two dates, resulting in a smoother user experience as a restaurant owner on the application
- Built a custom search function in the backend **API** using **SQLAlchemy** to return restaurants matching the search either by their name or their cuisine type, allowing for searchability and discovery features on the application

noted. - Evernote clone **(React / Redux / Express)**   **repo** | **live site**

- Improved the user experience with several notes/ notebooks by creating custom selected **CSS** classes throughout the application controlled by changes in the **Redux** state
- Secured sensitive user information and prevented CSRF attacks by implementing custom **Express API** error handlers to check user authorization on each route
- Designed a custom **API** search function using **Sequelize** to enable users to find their previous notes

WORK EXPERIENCE

Apple, Inc.

Product Service QA Engineering Intern; Sunnyvale, CA — Jan 2021 - July 2021

- Wrote **Python** scripts to automate log collection for manual test cases to reduce the time between test cases by ~75%
- Executed manual tests for factory software and repair software verification to ensure smooth software releases
- Created and maintained integration test cases for factory software validation and created standard operating procedures for lab processes to standardize software test case and manual lab test processes across multiple teams
- Reported tested findings and bugs directly to engineers on different teams across multiple time zones/countries, following up with them directly for confirmation testing to verify functionality
- Tested factory hardware fixtures for new product inventory bring-up, Mac and iPhone products

Technical Specialist; Santa Clara, CA — Aug 2019 - July 2021

- Trained over 40 new Genius Bar team members on troubleshooting procedures and tools
- Troubleshot and repaired iOS, iPadOS, tvOS, watchOS, and macOS devices to restore user functionality

Alarm.com

Customer Experience/Social Media Manager; Bloomington, MN — Jan 2019 - Aug 2019

- Managed company social media accounts (Facebook, Instagram, Twitter) and provided all public-facing customer support to control the company's online presence
- Authored troubleshooting guides for Alarm.com dealer partners and customers to enable end-users to troubleshoot their technical issues

Rochlin Law Firm

Paralegal; Edina, MN — June 2018 - Jan 2019

- Served as the firm's client relationship manager, regularly checking in with all 100+ clients on behalf of the firm
- Redesigned the firm's medical billing/cost spreadsheets to streamline and simplify my work

EDUCATION

App Academy — *Full-Stack Developer Bootcamp*, July 2021 - Jan 2022

University of Minnesota - Twin Cities — *B.A.; Political Science,* 2018