# ALEKSANDER W. ORNAF

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## FULL STACK ENGINEER

Former Software QA engineer, pursuing web development. Demonstrated success collaborating with graphic designers and front-end developers to ensure website applications work well with design elements. Skilled in developing accessible databases. Technical skills include:

- JavaScript, React, Redux
- SQL, PostgreSQL
- Python, Matlab
- Git, GitLab

- Atlassian software (JIRA, Confluence, Zephyr)
- Microsoft Office (Word, Excel, PowerPoint, etc.)
- Windows, Mac OS, and UNIX systems
- HTML, CSS

## EDUCATION & CERTIFICATES

**Bachelor of Science (BS)** Biomedical Engineering, California Polytechnic State University, San Luis Obispo, CA
**Full-Stack Engineer Career Path**, Codecademy, 2021
**Google IT Support Professional Certificate**, Google on Coursera, 2019

## EXPERIENCE

**ELECTRONICS FOR IMAGING (EFI)**, Fremont, CA                                    2019 - 2021

**Software QA Engineer**
Tested high-speed inkjet job management software, manually and through automation. Reported discovered bugs in JIRA and reproduced incoming defects from partners. Physically updated and maintained embedded servers.
- Improved speed and ease of regression testing by developing and validating automation tests using internal tools.
- Ensured that the team maintained product quality by creating, maintaining, and executing test cases and test plans using Zephyr.

**GOOGLE EXPRESS WITH CONCENTRIX**, San Jose, CA                                    2015 - 2019

**Booking on Google Subject Matter Lead**                                    **2016 - 2019**
Aggregated, analyzed, and presented monthly case metrics for Google stakeholders. Wrote and published standard operating procedures in a content management system. Trained and managed a team to respond to traveler queries.
- Increased team productivity by identifying inhibitors to project growth and forming alternative project proposals.
- Increased reach of Booking on Google and ensured Booking on Google was integrated appropriately with cross-functional teams by guiding project decisions.

**Subject Matter Expert and Experience Specialist**                                    **2015 - 2016**
Reported weekly case metrics and supported multiple lines of business: Purchases on Google, Booking on Google, and the Google Express Abuse team.
- Decreased costs and reduced fraud 20% with a new algorithm.

**GOOGLE EXPRESS WITH ADECCO**, Mountain View, CA                                    2015

**Metrics and Reporting Representative**
Analyzed large data sets in a Google Analytics dashboard. Tracked and reported the support team's daily and weekly metrics.
- Identified trends and focal points, improving specialty teams.