

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 optimizing code and 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, (in Progress, expected completion August 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.