Julius Collins
714-457-9721 | julius_collins@apple.com

Work Experience

Apple Inc.   06/2017 - **Present**
Genius, Irvine, CA

- I provide technical support by triaging, diagnosing, and resolving a wide variety of issues or concerns with Apple software, and perform hardware repair solutions when necessary for all existing Apple hardware compatible with repair options.

- Currently certified directly through Apple for all existing Apple software and hardware repair certifications.

Self Service Engineering: Quality Engineer – CE   01/2021 – 06/2021

- Worked cross-functionally with developers, engineers, and product managers for test planning, test case development, and execution of test plans and test cases for each Sprint.

- Created automation scripts for on-device testing and web-based application testing using Python, Selenium, and additional internal tools.

- Evaluated test results, reported and triaged bugs, and used JMeter for load testing to ensure the highest level of product quality before deployment.

- Performed daily regression testing on existing products and services including internal applications on mobile and mac devices, as well as web applications.

GPU, Graphics, and Displays SW: iOS Test Engineer - CE   08/2023 - 11/2023

- Performed daily display and video focused regression testing for upcoming software trains on current hardware using manual and automated methods.

- Debugged and documented bugs, and escalated problems to peers and cross-functional teams to reduce the occurrence of post-release issues.

- Reduced manual testing time through the implementation of an automated Python script, which assists with the process of restoring test racks in a lab environment with a range of devices to specific operating system builds for daily regression testing.

- Assisted with the migration of existing automation from Ruby to a combination of Python and internal APIs, and maintained an automated test coverage percentage of 95-100% through each sprint.

Skills & Tools

- Python, Bash, HTML, CSS
- Selenium, Splunk, Postman, Git, Purple Restore, Quick, iTester, Device Compute

Projects

- **Twitter Bot** – **Active tweet listener**: An automation script that utilizes Twitter's API and the Tweepy API, to actively stream for new tweets and allow automated user replies and retweets via filtering, depending on parameters included, such as: specific strings, hashtags, and users.

- **Demandware Scraper**: An automation script that scrapes the inventory of any product that is available for purchase on a website operated by Salesforce Commerce Cloud (Demandware), such as Adidas.com, and outputs the stock levels to a formatted JSON file.