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## Work Experience

**Apple Inc.**  
**Genius, Irvine, CA**

06/2017 - **Present**

- 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 – Career Experience**    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.
- Utilized Splunk to monitor and gather logs for validation of the mobile and web application processes.
- Performed daily regression testing on existing products and services including internal applications on mobile and mac devices, as well as web applications.

## Skills & Tools

- Python, Bash, HTML, CSS
- Selenium, Splunk, Postman, Git

## 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.