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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 – 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, JavaScript
- Selenium, Splunk, Postman, Git

Projects

- **Twitter Bot – Active tweet listener:** An automation script that utilizes Twitter's API and Tweepy, to actively stream for new tweets and allow customizable user replies via filtering, depending on parameters the tweets include, such as: specific strings, specific users, image attachments, or geolocation enabled tweets.
- **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.