Victoria Bernard

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Summary

Electrical engineer with experience in software development and hardware sales. A unique, versatile professional with exceptional problem solving and customer service skills, offering her skills to enhance product value and profitability. Passion for creating world class user experience through functionality, flow, consistency, usability and simplicity.

Education

Sept. 2010 – July 2015   **University of California, Los Angeles**   **GPA 3.2**

Electrical Engineering, Computer Science Focus
- Eta Kappa Nu Electrical and Computer Engineering Honor Society Candidate
- Society of Latino Engineers and Scientists (Recruitment Committee Member)

Professional

Glince LLC
Glince is a cloud based application that transmits data over a secure camera connection

Dec. 2015 - Present   **Software Developer**   **Sunyvale, CA**

- Developed a cloud Java web application as well as the Android application.
- Maintained and hosted web application via nginx.

CloudFlare Inc.
CloudFlare provides a reverse proxy service ensuring faster, safer web connections

April 2016 - Present   **Customer Support Engineer**   **San Francisco, CA**

- Troubleshoot tickets by communicating with customer to replicate the error then deciphering next actions steps.
- Delivered superior customer service while politely educating the customer and upselling.
- Worked with systems and reliability engineers to ensure escalations handled effectively.

Texas Instruments Inc.
TI is a semiconductor manufacturer with a vast portfolio of 80,000+ devices and processors.

Aug. 2015 – Jan. 2016   **Technical Sales Associate (Rotation Program)**   **Sunnyvale, CA**

- Competed in an intense rotational program that included several presentations to upper management on my focus account – Fortinet, a network security account grossing $1M annually in TI revenue.
- Identified Total Potential Revenue for TI and developed a "Long Range Plan strategy" to capture more revenue for my focus account.
- Drove direct design interactions with various TI customers.
- Developed Macros that increases efficiency for the sales team (~50 people) for 2016 Annual Planning.

Intel Corp.

Intel is a global semiconductor manufacturer with processors, memory, and other embedded solutions.

Summer 2014   **Collaborator Intern**   **Santa Clara, CA**

- Coordinated with an inter-disciplinary team (5 people) to benchmark Intel Architecture vs ARM Architecture for Tablet Applications.
- Organized and conducted user experience survey to evaluate the user's perception of performance metrics; communicated with UX team to adhere to Intel's standard of surveying.
- Presented and demonstrated performance metrics and user experience study results in Internal Poster Showcase (100 Intel employees).
- Created the first internal tool in C#, ADB, and UNIX scripting that enabled remote access to Android devices with full USB port forwarding; optimized performance analysis efficiency especially within cross-geo teams.

eBay Inc.

eBay is an e-commerce site, connecting buyers and consumers through an auction style of purchasing.

Summer 2012   **Software Development Intern**   **San Jose, CA**

- Implemented an internal tool for comparing pricing on eBay versus Amazon, streamlining companywide analysis used by marketing and research teams.
- Developed prototypes and simulations of innovative improvements to the service's platform.
- Upgraded and organized existing Catalog software infrastructure, which eased future development.
- All programming was done in Java.

Additional Information

- Proficient programming skills in : C++, C, C#, Java, Python, Shell Scripting, ADB (Android Debug Bridge), OCaml, SQL, and Prolog
- Toastmasters Vice President of Public Relations, Talking Chips Club
- Volunteer for TFI Fellowship (Jan. 2016 to Present)
- Restaurant service professional throughout college and high school