John Hill

Haight Street, San Francisco, CA

858 442 4194

hillxjohn@gmail.com

ABOUT ME

Trained full-stack engineer with a customer centric mentality, technically savvy, proactive, detail oriented, and can balance various tasks efficiently. Open to new opportunities, interviewing immediately to discuss how I can contribute positively now or in the future. I thrive in an environment where we provide feedback, work collaboratively, and have a shared commitment to growth. Proven ability to use acquired knowledge, python scripting, version control, some bash on the job effectively. Built web applications utilizing new libraries and frameworks, deep knowledge of user experience / expectations especially mobile technologies as well as some iOS / Android development.

PROFESSIONAL EXPERIENCE

Apple   2018 - 2019

Software Engineering Intern - Test Automation QA

- Test automation: Screened hundreds of results daily from automation testing for regressions in current software build.
- Triaged daily automation failures to determine root cause and escalated to responsible individual / team.
- Proven mastery of macOS, iOS, tvOS, watchOS UI interactions and fundamentals. Performed manual tests of new software to verify expected graphical behavior.
- Extensive automation and manual black box / white box testing, test monitoring, weekly preflight tests validating code changes before being merged to mainline.
- Test rack setup to optimize testing in available space, device isolation to decrease number of testing failures due to infrastructure.
- Experienced using and creating confluence documentation

Apple   2012 - 2018

Technical Advisor and Genius

- Helped manage daily business workflow, changing our strategies on the fly to meet the needs of the business.
- Accurately documented customer concerns while offering solutions and nexts steps for potential resolutions.
- Utilized diagnostic tools and triaging skills to provide accurate diagnoses of the customers reported issues and attempt to solve / check-in for further testing / replicate a reported issue / report a bug to engineering.
- Proven drive for results at the Genius Bar multitasking 2-3 customers while context switching between different technical and non-technical issues.
- Lead training with our other Technical Advisor from onboarding through development, providing feedback and mentoring. 30+ employees directly trained; many hundreds impacted by our training.

SUMMARY

- Full-stack trained engineer, experience with JavaScript and Python, React, React Native, Django, Node, Express, Git, Jenkins, Sublime, VSCode, Trello, GitHub, Heroku, Puppeteer
- Learning Swift and Xcode through iOS and tvOS development for personal enjoyment
- Organized and precise from my desktop to my development
- Advocate of Lean methodologies and agile development

LinkedIn
www.linkedin.com/in/john-hill-engineering

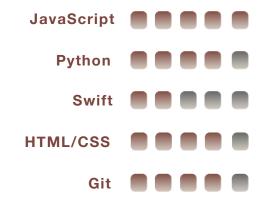### GitHub
https://github.com/johnhill13

EDUCATION

San Francisco State University | 2017
Bachelors of Arts, Political Science
Emphasis in Economics

General Assembly | 2019
Software Engineering Immersive

SKILLS

JavaScript

Python

Swift

HTML/CSS

Git

Troubleshooting macOS, iOS, tvOS, WatchOS

Apple Certified Mac Technician

Apple Certified iOS Technician