

Matthew James Wong

Home: Glendale, CA **Phone:** 404-567-9349 **E-mail:** matthew.wong76@gmail.com

GitHub: <https://github.com/mwong33> **Website:** <https://mwong33.github.io/portfolio/>

Education

University of Southern California

Master of Science Degree in Computer Science

GPA: 4.00

Los Angeles, CA

Graduating: Fall 2021

Georgia Institute of Technology

Bachelor of Science Degree in Industrial and Systems Engineering with a Minor in Economics

GPA: 3.17 (Honor)

Atlanta, GA

Graduated: Fall 2015

Work Experience

Qualtrics

Software Test Engineer II

Provo, UT

Oct 2019 - Aug 2020

- Converted my developer team's manual release process to Continuous Deployment via Jenkins 2. This improved our release cycle cadence from 1 week to 1 day.
- Spearheaded the transition and adoption of a new test framework that utilizes pytest.
- Organized the migration of our company's end to end test framework's public API usage to the latest version.
- Developed a new test framework designed to crawl through every page of the product and allow other contributors to perform certain actions on those pages.
- Hosted training seminars on how to convert a manual Continuous Delivery pipeline in Jenkins to Continuous Deployment.
- Implemented shadow testing for a cross-team repository that involved setting up statistical based alerting via SumoLogic for key endpoints.

Provo, UT

Software Test Engineer I

May 2017 - Sep 2019

- Constructed test plans for new features, which cover the use of unit, integration and end-to-end testing.
- Contributed to selenium canary test frameworks and integrated appropriate alerts for such tests to relevant channels (Slack, Victorops).
- Contributed to selenium, appium and protractor based end-to-end test frameworks written in Python, Java and JavaScript respectively.
- Conducted second level analysis to derive any trends and/or commonalities between client facing issues.
- Wrote QE (Quality Engineering) RCAs (Root cause analysis) to pinpoint the cause of issues and draw upon action items to prevent/inhibit such issues in the future.
- Designed and developed release pipelines for various services with Jenkins 2 and Rundeck.
- Promoted testing best practices and trained SDEs (Software Development Engineers) on writing end to end tests on our various end to end test frameworks.

Provo, UT

Product Analyst

Jan 2016 - April 2017

- Provided second level support for Qualtrics' Research Core and Employee Experience Platform.
- Compiled and provided data regarding the nature and severity of support ticket drivers for product meetings.
- Filed and escalated major client facing issues to respective engineering teams and assisted in providing detailed steps to troubleshoot/reproduce such issues.
- Communicated details regarding Sev-1/Sev-2 related incidents between engineering and customer support.
- Provided training and instruction on Qualtrics' 360-Degree Feedback & Performance Review Software.

Graduate Research

DreamTek Industries

Backend Team Lead

Los Angeles, CA

June 2020 - Aug 2020

- Conceived and Implemented the Technology & Implementation Roadmap for a team of five developers.
- Hosted and Organized Weekly Sprints.
- Consulted and Provided technology solutions for external teams.
- Mentored team members on running meetings and writing agendas/briefs.
- Provided Direction and Collaboration with team members on areas of research.
- Research, Development, and Testing of Emerging Technologies: Spatial Anchors, AWS EB v.s. Lambda, APIs, MongoDB v.s. DynamoDB, etc.

Skills

Programming Languages: Python, Java, JavaScript, HTML, CSS, C++

Frameworks and Technologies: Bootstrap, React, Angular, Express, Flask, MongoDB, MySQL

Cloud Services: AWS Elastic Beanstalk, Google Cloud Platform App Engine