Paul Thim   paul.thim@gmail.com
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                                                          617-599-6370

Education

Rhodes College, Memphis, Tennessee: Bachelor of Arts; Psychology Major. Graduated May, 2008
Kennesaw State University, Kennesaw, Georgia: Masters of Science, Software Engineering
          Graduation Expected December, 2019

Relevant Experience

***CAREER EXPERIENCE INTERN**, Apple, Inc. Cupertino, CA*   *May 2018 — November 2018*
Responsible for designing, developing, and implementing automation tools for QA testing of Apple wireless frameworks including:
-Repurposed existing tools to perform CI performance testing against daily builds as well as analyzing and visualizing test results.
-Designed and implemented tools to replace the framework with a more flexible and extensible architecture, which focused on handling and interpreting a variety of test artifacts
-Designed and developed a testing architecture for reliability testing of Apple's HomeKit in a remote lab setting, as well as supported the team in incorporating new requirements
-Back-end development of a web-based dashboard for CarPlay performance test results, including database design and developing API routes for interacting with the database
-Front-end development for the CarPlay dashboard: utilized, as well as re-structured, the existing source to allow for data set aggregation from multiple teams and implementing additional requested features
-Preliminary evaluation and development for robotic interaction testing, using an Arduino-controlled robotic arm, writing in both gCode and Python

***GENIUS** Apple, Inc, Atlanta, GA*   *July 2015 — May 2018*
-Diagnosed and resolved issues with Apple hardware and software in a timely and efficient manner, while adhering to thorough troubleshooting methodology
-Identified and addressed team needs by developing a training curriculum and facilitating group training sessions
-Balanced multiple priorities at the individual level, whether working with several customers at once, rapidly assessing and re-prioritizing repairs, or shifting roles throughout the day to meet the needs of the team
-Learned new products, tools, and practices on the fly and communicated these innovations to a diverse customer base
-Supported team and individual development through direct feedback and guidance, as well as led meetings and reviews, both structured or improvised

***SPECIALIST/TECHNICIAN** Apple, Inc, Atlanta, GA*   *August 2014 — June 2015*
-Repaired customer relationships using a combination of technical expertise, troubleshooting methodology, and knowing how to inform a customer they'd accidentally toggled Do Not Disturb without talking down to them
-Served as the face of Apple in a brand new store, engaging and forging relationships with new customers
-Led team development during the transition to an updated reservation system, providing individual and team training, identifying gaps in current or pre-existing strategies and using that information to develop new strategies
-Supported rapid growth in a new location, onboarding new team members and supporting expansion into new roles

Relevant Skills & Expertise

Advanced	Intermediate	Foundational
Python, Java, SQL/NoSQL	JavaScript/React, NodeJS, Swift	C++, Objective-C
Scripting, API & Backend Development	Frontend/UI development, iOS/ macOS development	

Additional: Excellent verbal communication and ability to work in cooperative, high-pressure setting; excellent written communication and commitment to thorough, clear documentation