

# Tim Hall

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## Work Experience

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### Current

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#### Apple

*Customer Quality Engineer*

*10/2016–Present*

- Conduct failure analysis on customer returns to identify root causes, providing weekly reports to executive management
- Work cross-functionally with EE, ME, Production, Reliability, and Packaging teams to design and implement corrective actions
- Maintain Rails application and develop ad hoc Python scripts to improve data visualization and analytics capabilities to help predict and measure effectiveness of corrective actions before and after deployment

### Previous

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#### Apple

*Software Quality Engineer*

*08/2014–10/2016*

- Conducted failure analysis on firmware-related field returns to identify root cause and implement corrective action
- Designed, developed, and maintained web applications used daily by engineering team to help track metrics and facilitate collaboration in a secure environment. Responsibilities included UI design, development (Ruby on Rails, JavaScript, HTML, CSS), MySQL database management, SSL web server configuration/maintenance, and backup management

#### Beats Electronics

*Software Project Manager*

*04/2014–08/2014*

- Designed and executed firmware-focused usability studies and beta tests for Beats products, including the Pill+, Studio Wireless, Solo2 Wireless, and Powerbeats2 Wireless products to optimize user experience and test corner cases in real-world scenarios
- Worked with Software Quality Assurance team to conduct interoperability and comparison testing across all wireless Beats products

#### Beats Electronics

*Product Development Coordinator*

*07/2013–04/2014*

- Led purchasing activities, managed product inventory, and facilitated vendor agreements for team of over 200 engineers
- Shadowed software developers and participated in code reviews to improve software engineering foundation

## Education

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**Georgia Institute of Technology**

**01/17–Present**

*Computer Science, M.S. (OMSCS)*

**Udacity**

**08/16–04/17**

*Frontend Web Development, Certificate received 04/17*

**Stanford Online (Coursera)**

**06/16–08/16**

*Machine Learning, Grade: A*

**El Camino College**

**11/15–12/15**

*Quality Engineer Certification Course (CQE), Certificate received 12/2015*

**University of Washington Online**

**01/15–10/15**

*Ruby on Rails Development (1-year program), Certificate received 10/2015*

**UCLA Extension Online**

**09/14–12/14**

*Relational Database Design and Data Modeling, Grade: A*

**MITx Online**

**06/14–10/14**

*Computer Science and Programming Using Python, Grade: A*

**University of California, Los Angeles**

**09/05–06/09**

*Sociology, B.A.*

## Qualifications

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**Certifications:** Ruby on Rails Developer (UW), Quality Engineering (American Society for Quality)

**Programming Languages:** Ruby, Python, HTML, JavaScript, CSS, SQL, C, C++, Java, PHP, Python, Objective-C

**Skills:** Design, Development, Testing, Web/Mobile, Failure Analysis, Database Modeling, Version Control (Git)

## Projects

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Please view my portfolio at [thall17.github.io](http://thall17.github.io)