

# Tim Hall

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## Work Experience

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### Current.....

#### Apple

*Customer Quality Engineer*

10/2016–Present

- Conduct failure analysis on customer returns to identify root causes, providing bi-weekly reports to executive management
- Work cross-functionally with EE, ME, Production Quality, and Reliability teams to design, implement, and deploy corrective actions into the field to address identified issues
- Develop Python scripts to improve data visualization and analytics which help predict and measure effectiveness of corrective actions before and after deployment

### Previous.....

#### 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 as part of Software Quality Assurance team to conduct interoperability testing, Bluetooth range and cross-body testing, 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 in Beats Product Development department
- 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**

01/15–09/15

*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, Version Control (Git)