

## Education

### W.P. Carey School of Business at Arizona State University, Tempe, AZ

August 2017 – August 2020

Bachelor of Science (BS), Computer Information Systems

- Starbucks College Achievement Plan Scholarship
- GPA 3.93, Summa Cum Laude
- Dean's List

## Professional Qualifications

- Front-end development; JavaScript, HTML, CSS
- Back-end development; Python, Java
- Mobile development; Swift
- Database Systems; MySQL
- Object-oriented programming
- UI Automation Tests
- Agile Scrum Methodology
- Software Development Life Cycle

## Professional Experience

### Quality Assurance Engineer Intern, Starbucks Coffee Company, Scottsdale, AZ

November 2019 – Present

- Creates and executes automated and manual test cases, using TestRail, validating functionality of three Swift projects
- Reports bugs found during test runs using a detailed bug report, arriving at 100% passing tests prior to launches
- Recommends, develops, and reviews QA standards policies and procedures, surpassing software quality requirements
- Writes UI Automation tests using XCTest in Swift to validate features using automation during each build
- Participates in Scrum ceremonies (standups, retrospectives, demos, sprint planning) to maintain an agile environment
- Updates user stories using Jira to track progress throughout sprints
- Utilizes source control management with GitHub to validate software quality on specific story branches

### AppleCare – iOS Advisor, Apple Inc., AZ, Remote Office

March 2019 – November 2019

- Researched ambiguous issues using knowledge base articles and documentation to troubleshoot customer issues
- Troubleshoot emerging issues with iOS software, documenting findings and escalating issues to engineering

### Apple Lead Genius, Apple Inc., Little Rock, AR

2009 – 2013

- Coached, mentored and trained employees during the new store opening of Arkansas's first Apple retail store.
- Maintained communication with Apple engineering on emerging hardware and software issues.
- Implemented new concierge structures that increased our appointments per hour by 50%

## Programming Academic Projects

### Arizona State University, Business Information Systems Development (CIS 340 & CIS 345)

October 2019 – May 2020

- **Java:** Used object-oriented programming to create a library device checkout system. The console program maintains a record of all library devices, their availability status, and the ability to add/edit devices.
- **Python:** Created a GUI Tic Tac Toe application using tkinter widgets. This application stores the moves players make and ends the game when a player has won. Handles scenarios where there is no winner (tie).

### Arizona State University, Enterprise Web Development (CIS 425)

May 2020 – July 2020

- **HTML & CSS:** Designed static calculator web app with elements ready for JavaScript implementation.
- **JavaScript:** Created click event functions for each calculator button. Input is stored for each button click until user presses equals button. Calculator display is updated to show last button pressed and the end result of the calculation.