

JOE J OROZCO

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EDUCATION

University of California, Los Angeles (UCLA)

Bachelors Degree, Linguistics and Computer Science

Extracurriculars: Osher Scholar, USC Hackathon, Transfer Mentor

Los Angeles City College

Associates Degree, Computer Science, CIS Specialization

Los Angeles, CA

Sept 2021 - April 2024

Los Angeles, CA

Feb 2022 - June 2023

TECHNICAL SKILLS

Languages: HTML, CSS, JavaScript, SQL, Python

Frameworks and Tools: Selenium, NUnit, Bootstrap, Github, Visual Studio, JIRA, Zendesk, xCode

Miscellaneous: Bilingual in English and Spanish, Data Entry, Microsoft Office, Canva, SEO

EXPERIENCE

Focus Your Ideas (FYI.ai)

Feb 2023 - Present

Software Engineer and Quality Assurance

Hollywood, CA

- Specialized in the QA development at FYI, an AI app startup created by lead of the Black Eyed Peas, will.i.am. Encharged with integrating automated testing for web accessibility on various browsers for ADA compliance.
- Utilized JIRA to document and track software bugs and issues in order to maintain app quality for app QA testing. Enhanced workflow for over 50,000 users by improving website UI by using web responsive CSS.
- Created detailed, comprehensive and well structured test plans, test cases, and suites app and site builds on JIRA. Executed manual tests for the app on various operating systems and devices such as iOS, Android and MAC.
- Led bi-weekly sprints to discuss product goals, KPIs, and JIRA tickets to accelerate tasks, ensuring the delivery of high quality software to meet delivery and client deadlines. Resulting in improved reliability, product quality, and an increase of client acquisition rates by 10 percent, undergoing the SDLC.

eBay (DreamSupply)

Sept 2022 - Feb 2023

Technical Support Engineer

Los Angeles, CA

- Provided Tech Support for an online technology wholesaler on the eBay platform as a temporary contractor. Collaborated with clients on a day to day basis for peak ROI and customer satisfaction to achieve long term goals.
- Responded to customer requests and tickets for product support, company inquiries, and services to improve sales. Documented detailed information regarding support cases, including troubleshooting steps and solutions.

East Los Angeles College

March 2021 - Aug 2021

Software Quality Assurance Intern

Monterey Park, CA

- Organized and inspected Arduino hardware and software to ensure proper functionality for users and educators. Held stand-up meetings to discuss future goals and planned out further implementations of QA processes.

National Aeronautics and Space Administration

Sept 2020 - Dec 2020

L'SPACE Project Management Intern

Remote

- Collaborated with a virtual team of NASA PMs assigned to create a proposal with a budget, based on research done for a lander on one of Saturn's moon, Enceladus.
- Managed the budget constraints of 100,000 dollars, resulting in a 20 percent yield cost savings cost of materials for our project, ensuring there were no unnecessary costs included in the grant. Identified areas in which to effectively save time by implementing agile methodologies, tracking group goals which led to a quicker resolution for project related tasks.

PROJECTS

Automated Test Case Suites | *Selenium, C#, NUnit, Visual Studio*

March 2024 - Present

- Automated test cases on Amazon site using Selenium to further increase automation for manual tasks.

Wordle Clone | *HTML5, CSS3, React JS, Google API, UI/UX Design, Firebase*

June 2022 - Present

- Developed a Wordle Clone using React, illustrating software design principles containing a clean user interface. Added more functionality by inserting a word bank, custom words, and login authentication via Firebase.

Google Hashcode Entrant | *Python*

Feb 2021 - April 2021

- Participated in Google's Coding Competition and submitted a successful Python solution of high software quality.