

JOSE OROZCO

JoseOrozco1j@gmail.com | 323-901-3949 | [Linkedin](#) | [Portfolio](#) | [GitHub](#)

EDUCATION

University of California, Los Angeles (UCLA)

Bachelors Degree, Linguistics with a Concentration in Computer Science

Awards: Associates in Computer Science, Transfer Honors, OSHER Scholarship Recipient

Los Angeles, CA

Aug 2021 - June 2024

TECHNICAL SKILLS

Languages: HTML, CSS, SQL, Python

Functional and Software QA: Product Life Cycle, iOS Testing, Regression Testing, Power BI

Software and Tools: Selenium, Github, Google BigQuery, JIRA, Zendesk, macOS, Windows

Certifications : CompTIA A+ – In Progress

EXPERIENCE

Apple

Technical Support Analyst

Aug 2024 - Sept 2026

Los Angeles, CA

- Provided technical support for end users, creating brand loyalty through issue resolution, and root cause analysis for **iOS, macOS, VPNs, Cellular, Wi-Fi, OS Deployment**; translating complex concepts into clear solutions.
- Supported a high-volume queue of **30+ end user requests daily**, maintaining timely responses within SLA, documenting resolutions in an internal CRM, escalating complex issues when necessary.
- Provided full solutions for customers leading to high customer satisfaction ratings and brand loyalty, provided insight and recommendations based on product expertise.
- Collaborated with business teams to support opportunities for potential sales leads, helped convert sales and provide business revenue during iPhone 16 launch season at a brand new store opening.

Focus Your Ideas

Software Quality Assurance Engineer

Feb 2023 - Aug 2024

Hollywood, CA

- Performed quality assurance testing at FYI, a startup created by will.i.am from the Black Eyed Peas.
- Applied STLC knowledge for the creation of test plans, release validation, and website development.
- Collaborated with developers, designers, and product teams to reproduce bugs, triage defects, and ship out high quality software releases using JIRA workflows for **52,000 users**.
- Debugged cross-platform issues on iOS, Android and macOS, through analyzing crash logs on xCode, diagnostics, and testing techniques to identify, reproduce, and isolate root causes to resolve issues.
- Led sprints for QA and presented summary reports on app bug results, future features, and completed tickets.
- Partnered with clients such as Mercedes to test their automotive navigation system named, (Sound Drive), ensuring product secrecy, **saving deployment time** before the release into **millions of vehicles** by 2025.
- Actualized daily app builds by performing build acceptance, smoke, regression, exploratory, and compatibility testing; reporting regressions and crash logs to save future costs and time.

National Aeronautics and Space Administration

Data Analyst Intern

Sept 2020 - Dec 2020

Remote

- Collaborated with a variety of teams from across the country assigned to create a research proposal for a lunar lander on one of Saturn's moon, Enceladus under the L'SPACE program.
- Executed the proposal and analyzed large data sets using SQL to manage budget constraints of **100,000 dollars**, resulting in a **20 percent** savings cost of materials for our project by uncovering non required service parts, presented service data on Tableau.

PROJECTS

Ecommerce Trends | SQL, Google BigQuery, Excel

Sept 2026

- Analyzed **100 data sets using SQL to identify sales trends**, patterns, and key business insights.
- Cleaned and transformed the raw data using SQL queries including filtering, aggregation, joints, in order to identify which items had greater profit margins, and create actionable insights.
- Presented findings through data visualization tools such as Power BI, summarized key results.