ALEKSANDER ORNAF

Software Engineer

- ✉ awornaf@gmail.com
- ☎ (203) 247-1890
- 📍 San Jose, CA
- 🌐 https://awornaf.com/
- in LinkedIn
- ⌨ Github

EDUCATION

Bachelor of Science
Biomedical Engineering
California Polytechnic State University
- 📅 2009 - 2014
- 📍 San Luis Obispo, CA

Full-Stack Engineer Career Path
Codecademy

Google IT Support Professional Certificate
Coursera

SKILLS

JavaScript (ES6, React, Redux, Node.js)
SQL (PostgreSQL)
Typescript
HTML/ CSS
Git (GitHub, GitLab)
Atlassian products (JIRA, Zephyr, Confluence

CAREER OBJECTIVE

Former Software QA engineer pursuing software development. Demonstrated success collaborating with cross-functional teams to ensure end products work within design elements.

WORK EXPERIENCE

Software QA Engineer

Electronics For Imaging
- 📅 March 2019 - April 2021   📍 Fremont, CA
- Decreased regression testing time by 90% by developing and validating automated tests using internal tools.
- Provided clear and detailed accounts of bugs to engineers through JIRA tickets, decreasing follow up touches by 80% compared to peers.
- Physically updated embedded servers within 6 hours of new releases.
- Confirmed incoming partner defects within 18 hours, to ensure partner satisfaction.

Booking on Google Subject Matter Lead

Google Express with Concentrix
- 📅 Oct 2016 - Feb 2019   📍 San Jose, CA
- Aggregated, analyzed, and presented monthly case metrics for Google stakeholders to make customer centric decisions.
- Trained and managed a team of 3 to respond to traveler queries.
- Created 100% of internal standard operating procedures.

Subject Matter Expert and Experience Specialist

Google Express with Concentrix
- 📅 Oct 2015 - Oct 2016   📍 San Jose, CA
- Decreased cost to company with an algorithm that reduced fraudulent orders by 20%.
- Reported weekly case data for multiple lines of business: Purchases on Google, Booking on Google, and the Google Express Abuse team.

Metrics and Reporting Representative

Google Express with Adecco
- 📅 Jan 2015 - Oct 2015   📍 Mountain View, CA
- Analyzed thousands of weekly customer contacts and presented results to management to identify focus areas for customer support, and production pipeline improvements.