Ben Hong

San Francisco, CA | (415)866-9912 | benhong654@gmail.com | Portfolio | Linkedin | Github

WORK EXPERIENCE

Waymo (via Collabera), Alphabet Inc.　　　　　　　　　　　　　　　　　**Mountain View, CA**

Senior Software Quality Assurance Associate　　　　　　　　　　　　　　　*Feb 2022 - Oct 2023*

- Quality controlled 10,000+ cases for junior associates, significantly improving the accuracy of direct root cause analysis within Waymo's QA team and enhancing efficiency in resolving AI driving errors.
- Crafted bug reports detailing mapping and behavioral inconsistencies using proprietary software similar to JIRA and TestRail, directly leading to bug fixes in Waymo's production environment.
- Mentored trainees to successfully pass Waymo's L1 & L2 assessment, leading to a substantial increase in triage team productivity through improved skills and efficiency.
- Boosted the efficiency of over 1000 high-priority ad hoc cases by 30% through the identification of duplicate bug instances, eliminating the need to triage redundant cases within the team.

Numbers API　　　　　　　　　　　　　　　　　　　　　　　　　　　　　　**Remote**

Software Engineer Intern　　　　　　　　　　　　　　　　　　　　　　　　*May 2021 - Jun 2021*

- Integrated GraphQL to allow for flexible querying from the parameters in the database and created unit and integration tests to validate the functionality of the feature.
- Updated legacy code to ES6 standards and documentation for improved understanding for future contributors.
- Fixed a bug that enabled hundreds of unnecessary API calls by applying a debounce function, manually tested feature fix by attempting to make multiple API calls per second.

PROJECT EXPERIENCE

Jobly　　　　　　　　　　　　　　　　　　　　　　　　　　　　　　Live Site | Github

Full Stack Job Board Web App

- Tested the web app extensively using both automated Jest scripts and manual testing across a range of key test types, including: smoke, unit, integration, functional, regression, system, security, API, and acceptance tests.
- Developed a feature enabling seamless integration of cloud-based PDF resume uploads via AWS S3 Bucket, enhancing user experience and data management efficiency within the web app.
- Built an API to generate & filter companies/jobs by asynchronously querying from SQL database, allowing the React front-end to utilize the data through a search bar.
- Created RESTful authentication for secure login & signup feature by utilizing express middleware and JWT.

EDUCATION

San Francisco State University　　　　　　　　　　　　　　　　　　　　**San Francisco, CA**

B.S. in Business Administration: Concentration in Finance | Cum laude　　*Graduation Date: May 2020*

Rithm School　　　　　　　　　　　　　　　　　　　　　　　　　　　　**San Francisco, CA**

Immersive software development course in Full-Stack web development　　*Graduation Date: Jul 2021*

SKILLS & INTERESTS

Skills: Bug Reporting | Bug Tracking | Agile | Debugging | REST API | Postman | SDLC | Git | Javascript | HTML | CSS

Interests: Selenium | Playwright | Cypress | Scripting | Collaboration | Test Automation | Test Planning | CI/CD