

Paco Wong

<https://pacowong.co>

Experience

Apple — watchOS Tools and Frameworks Engineer

San Diego, CA | July 2022 – Present

- Create test automation and internal tools for watchOS using Swift and Python.

ServiceNow — Associate Quality Engineer

San Diego, CA | July 2021 – July 2022

- Created over 60 end-to-end UI automation tests using Java and Selenium to reduce manual testing load for the team during regression testing cycles.
- Collaborated with Product Managers and Software Engineers in an agile environment to manually test stories to ensure they meet the stated acceptance criteria and that they don't cause regression.
- Documented 120 detailed bugs and fit-and-finish defects and follow up with the team to ensure they are fixed before important cutoff dates.
- Monitored and triaged test failures to ensure automated tests are consistently in good health.

UX Quality Engineer Intern

Santa Clara, CA (Remote) | May 2020 – Aug 2020

- Identified and communicated software problems to Product Managers through Karma functional tests, which prevented shipping bugs into production.
- Streamlined workflow for requesting performance tests by designing and developing a new internal tool, increasing efficiency of the process.
- Produced additional documentation for our team's onboarding process, increasing 15 employees' knowledge about the company's products.

Indiana University UX Office — UX Engineer

Bloomington, IN | Jan 2018 – Dec 2020

- Developed a new iOS using Xcode and Swift while collaborating with UX designers and data scientists using integrations with enterprise systems, leading to a better mobile experience for students.
- Led a student panel consisting of 7 students and hosted weekly panel meetings to gather and communicate user feedback for the IU Mobile app, enabling a more direct way for the development team to gain user feedback.
- Designed high-fidelity prototypes on Figma while working collaboratively with Accessibility Team ensuring designs complies with WCAG 2.0/2.1 AA guidelines.
- Wrote 7 Design System Research reports about user experience, benefiting web framework design decisions and increasing website views 240%.

Education

Indiana University

GPA: 3.97/4.00 | May 2021

Graduated with Highest Distinction

Majors: Informatics, Marketing

Copenhagen Business School

Exchange | Jan 2020 – May 2020

Skills and Tools

Engineering

HTML/CSS Python

Swift Java

JavaScript SQL

Design

Accessibility Figma

Adobe XD Illustrator

InDesign Photoshop

Tools/Framework

Selenium Git

Agile/Scrum Microsoft Excel

Xcode Tableau