



Aram Katie Kim | Full Stack Software Engineer

EXPERIENCE

- Full Stack Software Engineer** Present
Austin, TX
 Freelance
 - Understanding and implementing the Software Development Life Cycle (SDLC)
 - Implementing software design and creating databases on client needs.
 - Applying agile methodologies to manage and coordinate projects.
- Project Engineer** March 2022 - Present
Austin, TX
 Wipro @ Meta / Facebook
 - Creating documentation for new product hardware and testing boards.
 - Test automation for desktop and mobile of AI, Machine Learning, and VR for production.
 - Identify logistics for testing internal systems and root cause analysis.
 - Conducting testing across different validation testing builds.
 - Performing functional, regression, and usability testing.
 - Developing test profiles and data for usability across new builds.
 - Performing functional testing in production and QA environments.
 - Directing project tasks to different component engineers.
- Broker** Oct 2021 - Feb 2022
Austin, TX
 Modern Brokers of America
 - Creating, designing, and locating to obtain merchandise based on customer's request.
 - Describe merchandise and explain the use, operation, and care of merchandise to customers.
 - Maintaining knowledge of current sales and promotions, policies, and security practices.
 - Computing sales prices and total purchases, and processing cash or credit payment.
 - Selling or arranging for delivery, insurance, financing, or service contracts for merchandise.
 - Creating documentation for new hires to quickly grasp concepts.
- Internal Technical Consultant** Jan 2015 - Feb 2021
Austin, TX
 Blizzard Entertainment
 - Creating resources on Oracle, Discourse, Salesforce, and Atlassian Confluence.
 - Managing projects and issues through Atlassian Jira.
 - Advising and providing information to departments with diagnoses on technical reports.
 - Utilizing Wireshark, PuTTY, ping plotter, and terminal for network and server diagnostic.
 - Managing online forums and social media for technical issues: gather information, communicating, moderating, and gathering feedback for engineers and QA.
- Team Point of Contact** Aug 2017 - Feb 2021
 - Handling escalations from departments for high-priority issues.
 - Maintaining higher expectations and guiding others.
 - Mentoring and providing feedback to team members and other departments.
 - Introducing and guiding new training groups in other departments.
 - Managing and leading multiple projects involving internal tools, knowledge base, and training.
- Specialist Game Master** Jan 2015 - Aug 2017
 - Maintaining higher and top metrics than the standard.
 - Engaging customers in excellent service.
 - Handling appeals and escalations.
 - Creating resources for teammates and for external knowledge bases.
 - Providing accurate, valid, and complete information using the right methods or tools provided.
 - Managing large amounts of incoming contacts.
 - Contribute to team efforts by accomplishing related results as needed.
- Custom Support Representative** Aug 2014 - Jan 2015
Austin, TX
 Randstad
 - Managing and maintaining accounts by recording account information.
 - Resolving product and service problems by clarifying complaints.
 - Maintaining financial accounts by processing adjustments.
 - Recommend potential products or services to management by collecting information and analyzing needs.
 - Prepare products and service reports by collecting and analyzing information.
 - Identifying and assessing needs to achieve satisfactory outcomes.
 - Building sustainable relationships of trust through open and interactive communication.

SKILLS

- ❖ 88 WPM
- ❖ Wordpress
- ❖ MySQL / SQL
- ❖ Git
- ❖ Redux.js
- ❖ JIRA
- ❖ Microsoft Office
- ❖ jQuery
- ❖ AJAX
- ❖ React.js
- ❖ Node.js
- ❖ Python
- ❖ Java
- ❖ Javascript
- ❖ CSS
- ❖ HTML
- ❖ Linux
- ❖ Data Structures
- ❖ Computer hardware
- ❖ Computer architecture
- ❖ CRM
- ❖ Salesforce
- ❖ XML
- ❖ Cybersecurity
- ❖ Confluence
- ❖ Network Architecture
- ❖ Wireshark
- ❖ PuTTY
- ❖ Diagnostic Testing
- ❖ Next.js
- ❖ MongoDB
- ❖ Technical Support
- ❖ Adobe Photoshop

INTERESTS

- 🎮 Video Games
- 🎨 Art & Design
- 📁 Programming
- 🎵 Music
- 🍳 Cooking & Baking

PROJECTS

- Restaurant Website** | React.js gangnamzipaustin.com
- eSports Tournament Website** | Next.js xposedgaming.net

EDUCATION & CERTIFICATIONS

- BS in Information Technology & Security** | University of Phoenix May 2023
- Software Engineering Immersive** | Galvanize Hack Reactor Sept 2022
- Full Stack Certification** | freeCodeCamp Jun 2021
- Web Development Course** | The Odin Project Dec 2021