

Jose Fortino Lopez Jr

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Education

Rochester Institute of Technology

BS IN WEB AND MOBILE COMPUTING

Rochester, NY

May 2020

Experience

Amazon Robotics

Los Angeles, CA

INTEGRATION ENGINEER

Dec 2022 – Jan 2026

- Successfully define, review, schedule, and execute manual and script changes for over 73 customer-impacting systems using Change Management tool.
- Define product test strategy and solution requirements for robotic systems.
- Conduct testing on new and existing components and features to ensure functionality and reliability.
- Create, execute, and maintain comprehensive test plans and automation for straightforward scenarios.
- Troubleshoot automation failures, perform initial defect triage, and conduct root cause analysis.
- Impact QA validation through effective test plans and solutions.
- Utilize basic knowledge of STLC, test methodologies, scripting, debugging, and problem-solving.
- Measure quality, identify inefficiencies, and implement automation to streamline repetitive tasks.

Los Angeles, CA

INTEGRATION SUPPORT ENGINEER

June 2021 – December 2022

- Deployed software to 15+ Amazon sites globally: Utilized deployment guides and launch checklists for smooth and successful software deployments across multiple Amazon locations.
- Ensured smooth software deployment by following standard operating procedures and best practices.
- Provided prompt and efficient customer-oriented service to internal Amazon partners.
- Executed command-line and SQL scripts to resolve technical issues and challenges.
- Monitored queues and responded to issues within defined SLAs, escalating critical matters when necessary.
- Developed problem resolution procedures and identified opportunities for new tools to support existing solutions.

Sorenson Communications

Rochester, New York Area

TECHNICAL SUPPORT SPECIALIST

June 2018 – July 2020

- Delivered information and technical support to customers on hardware, software, and network-related issues.
- Provided ongoing support and solutions to achieve customer satisfaction with Sorenson Communications products and services.
- Utilized ticketing system to create and track support tickets, documenting issues and solutions.
- Resolved customer issues and inquiries, ensuring high-quality customer support.

Greater Salt Lake City Area

SOFTWARE ENGINEER INTERN

June 2019 – August 2019

- Designed and built a mobile application for the Android platform using Java.
- Collaborated with senior software engineers to define, design, and implement new features.
- Evaluated and tested the application, collecting and implementing customer feedback to enhance user experience.
- Worked on bug fixing and optimizing application performance.

Technical Skills

Programming Languages: Python, C#, JavaScript, Java, PHP, Bash

API Testing: SOAP, RESTful Web Services, WSDL

Testing and QA: Software Testing, Test Automation, Quality Assurance, Defect Management

Tools and Technologies: Amazon Web Services (AWS), Gitlab, Jira, JSON, MySQL, Shell Scripting

Soft Skills: Adaptability, Collaboration, Problem Solving, Time Management, Test Planning, Leadership

Awards

Magna Cum Laude, May 2020

Rochester Institute
of Technology