

August Heen

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SKILLS

Languages	● C/C++, Go, Python, TypeScript, Bash, Unix Shell
Project Management	● Agile, Jira, TeamDynamix, Git & GitHub
Operating Systems	● Linux, Windows, Android, FreeBSD
Systems Administration	● VPNs, Networking, Virtual Machines, Unix Shell
Office Software	● Microsoft Word, Excel, PowerPoint, Google Workspace

EDUCATION

University of Minnesota, Twin Cities - *B.A. Computer Science*

Class of August 2023

Relevant Coursework

- Project Management & Design
- Software Engineering
- Developing Games & Computer Graphics
- Social & Collaborative Computing
- Algorithms & Data Structures
- Discrete Mathematics
- Linear Algebra
- Advanced Programming Principles
- Operating Systems
- Machine Architecture & Organization

EXPERIENCE

Aerospace Engineering Department, University of Minnesota - *Software Design Intern*

June 2020 - May 2022

Overhauled & streamlined usability of data acquisition software for wind tunnel research laboratory. Analyzed 5 implementation options. ● Gathered feedback from 20 users. ● Constructed software requirements & specifications. ● Developed, tested, and finished a product used by 100+ researchers yearly.

Carlson School of Management, University of Minnesota - *Student IT Assistant*

September 2022 - May 2023

Communicated with students, staff, and faculty to resolve technological issues. ● Ingested emails and phone calls into support tickets in a timely manner. ● Regularly resolved these tickets on my own, communicating with coworkers to both collaborate on tickets and hone my skills to resolve issues in a more efficient manner. Grew my IT skills considerably and grew my passion for constructing solutions to challenging problems.

PROJECTS

★ **Data Server:** NAS server running FreeBSD in a Supermicro JBOD chassis refitted with custom internals connected to 48 terabytes of storage on 4 drives in a RAID single-parity array through ZFS. Connected over NFSv3 to 7 MacOS computers, automatically mounts on clients via custom Apple Script app. Created specifications for network topology, data topology, and server electrical demands. Performs weekly backups using Backblaze.

Bill Nom: Won 1st place at MinneHack 2023 hackathon over 42 other teams. Natural language processing (NLP) machine learning model that summarizes legal language. Trained at home using PyTorch on a dataset of 1000+ bills obtained from the Minnesota Legislature's website.

Personal Blog: Built using Hugo, deployed by GitHub Pages.

Other Projects: Feel free to ask me.