Douglas Hebel

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WORK EXPERIENCE

Help Desk Support　　　　**Robert Half Technology (Contract)**　　　　**January 2021 - Current**
- Assisted in assembly of computer hardware, telecommunication systems, printers and networking systems
- Packaged office equipment and disassembled work stations including PCs and servers

Lead IT Specialist　　　　**Diabetes & Endocrine Institute, Lafayette, CA**　　　　**March 2013 - May 2021**
- Resolved software issues for electronic health records, remote banking, medical devices using Jira ticketing software
- Repaired hardware issues ranging from PC components to networking devices
- Supervised a team of 4 in daily and weekly maintenance on individual workstations and network services
- Responsible for upgrading operating systems ranging from Windows XP, 7, and 8 to Windows 10 for the office network

Data System Manager
- Developed standardized operation procedures for data entry into a cloud based electronic medical record system
- Created an organization structure for patient records and educational articles
- Updated Microsoft Excel spreadsheets concerning company finances and patient information

Teaching Assistant　　　　**San Francisco State University**　　　　**August - December 2019**
- Graded C programs on the basis of programming methodologies and coding standards
- Reviewed and tested large volumes of C programs for efficiency and reusability

PROJECTS

Front-End Lead　　　　**Online Inventory Tracking Application**　　　　**December 2020**
Full stack web/mobile application for users to track grocery inventory, share inventory, search recipes with items in inventory, use phone camera to scan receipts to add items in inventory, which is stored in an online database.
- Designed user's experience with the application to be easily adaptable and navigable with minimal effort by following UI design principles and patterns, using HTML, CSS, Bootstrap, and JavaScript.
- Developed user stories for describing functionalities as well as testing functions during the design process.
- Followed agile methodologies by team transparency, inspection (scrum/management), and adaption through testing.
- Stack List: Django, Python, Docker, MySQL, Cloud Vision API, HTML, CSS, Bootstrap, Javascript

User Experience Team　　　　**Park Rescue Project**　　　　**June 2020**
User Interface and User Experience Front-End project designed for mobile application. Users have the ability to track street parking regulation as well as identify locations with possible parking around San Francisco State University.
- Implemented UI design with Figma, and a focus on the user's need for simplistic navigation on a mobile application.
- Conducted a focus group to receive user feedback and developed plans to revise design accordingly.
- Assessed possible use cases for product functions, developed an interface directed towards each case.

Front-End Lead　　　　**Online Chess Application**　　　　**June 2020**
Full stack web application that hosts lobbies for users to play chess with other users online.
- Directed team through front end processes such as, design development, implementation, and testing.
- Stack List: AWS EC2 container, JavaScript, Node.js, Express, EJS, HTML, CSS, Bootstrap, GitHub

News Article Categorizer　　　　**December 2022**
Automated and adaptive python research project implementing multiple text classification methods, such as: Naive Bayes, Logistic Regression, and Linear Support Vector, which inputs a news article and outputs a single categorization label.

EDUCATION

Bachelor of Science in Computer Science　　　**San Francisco State University**　　　　**December 2019**
- Dean's List 4 Semesters with a 3.75 GPA
- *Courses:* Human-Computer Interaction, Natural Language Technologies, Internet Application Design and Development

VOLUNTEER WORK

Alameda Food Bank　　　　**October 2014 - March 2020**
- Responsible for driving cargo vans, collecting and transporting goods, as well as, lifting 50+ lb boxes and equipment.
- Assisted volunteers and clients with communication barriers for non-English speakers.