Douglas Hebel

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WORK EXPERIENCE

Robert Half Technology (Contract)   January 2021 - Current
Help Desk Support
- Assist in assembly of computer hardware, telecommunication systems, printers and networking systems
- Package office equipment and disassemble workstations including PCs and servers

Diabetes & Endocrine Institute, Lafayette, CA   March 2013 - May 2021
Lead IT Specialist
- Identify software solutions for electronic health records, remote banking, medical devices using Jira ticketing software
- Repair hardware including PC towers and accessories, networking devices, printers, and office equipment
- Manage user accounts and groups with Windows Active Directory
- Upgrade existing OS to Windows 10 for 20+ computers each with independent hardware and software updates

Data System Manager
- Develop SOP for data entry into a new cloud-based electronic medical record system
- Increase office efficiency by reducing FTE time to access patient records and educational library
- Update Microsoft Excel spreadsheets in regards to company finance and patient/client information

San Francisco State University   August - December 2019
Teaching Assistant
- Grade C programs on the basis of programming methodologies and coding standards
- Review and test large volumes of C programs for efficiency and reusability

EDUCATION

Google - System Administration and IT Infrastructure Services Certificate   April 2023
- *Courses:* DNS, Virtualization, Network Services, Windows Active Directory, Centralized Management

San Francisco State University - Bachelor of Science in Computer Science - *Dean's List*   December 2019

PROJECTS

Online Inventory Tracking Application   December 2020
Front-End Lead
Full stack web/mobile application that tracks and shares inventory, searches for recipes with inventoried items, uses Cloud Vision to inventory scanned receipts, all of which is stored in an online database.
- Designed an optimized user experience by simplifying application navigation
- Developed user stories to describe, test, and define functionalities during the design process
- Managed the project using agile methodologies (team transparency, inspection [scrum/management], and adaptation)
- **Stack List: Django, Python, Docker, MySQL, Cloud Vision API, HTML, CSS, Bootstrap, Javascript**

Park Rescue Project   June 2020
User Experience Team
Front-End UI/UX project designed for mobile application. Tool targeted for students, faculty and visitors to track and identify parking logistics within the San Francisco State University campus.
- Implemented UI design with Figma, focusing on user need for simple navigation on a mobile application
- Conducted a focus group to receive user feedback and to implement design revisions

News Article Categorizer   December 2022
Automated and adaptive python research project implementing multiple text classification methods including Naive Bayes, Logistic Regression, and Linear Support Vector, in order to input news articles and obtain single categorization labels.