**Justin Hild**

Software Engineer

Highly motivated Software Engineer, looking to find a company where I can create and improve on their products. Outgoing professional with strong communication and problem solving skills. Specialize in using algorithms to engineer solutions to any problem.

| |  | **Education** | | --- | --- |  | **2019-01 - 2021-05** |  | **Bachelor Of Science: Computer Science**  *Towson University - Baltimore, MD* | | --- | --- | --- |  |  | **Experience/Projects** | | --- | --- |  | **2023-04 - Current** |  | **Channel Partner Specialist**  *Aline, Greenwood Village, CO*   * Developed a Random Forest machine learning algorithm using Scikit-Learn, Pandas, and Numpy to calculate the chance of a successful lead going to sale with a 90-98% accuracy. * Maintained our integrated services with various companies. * Worked with our partners to ensure accurate data was being sent and received. | | --- | --- | --- |  | **2022-05 - Current** |  | **Tier 2 Support Engineer**  *Enquire Solutions, Greenwood Village, CO*   * Managed the support desk, including several coworkers working as Tier 1 Support Engineers. * Developed and documented a variety of procedures being used, including a comprehensive list of SQL scripts, onboarding procedures, and training materials. * Responded to customers support related issues promptly and thoughtfully, solving issues ranging from integrations issues to account troubleshooting. * Worked closely with other IT professionals to integrate various services into our product including Office 365, EWS, Mailchimp, Twilio, and several other CRM-related integrations. * Automated tasks using Python and Selenium in order to optimize our efficiency. * Worked with Jira, Confluence, and ZenDesk systems in order to track and organize issues with the code. * Filed bug reports to our development team in order to accurately document the issue. * Worked closely with cloud services such as Azure and Visual Studio Dev ops to manage integrations and find errors in the code. * Utilized SQL Server to diagnose and fix issues with the product. * Performed regression testing when needed, and helped design several of the automated testing procedures. * Worked closely with REST APIs to support various integrations. | | --- | --- | --- |  | **2005-01 - Current** |  | **Personal Projects**  *Self, Baltimore, MD*  **Discord Bot:**   * Developed a bot for a discord server using the discord API and python. * Maintained a testing and production version by developing the bot locally on WSL Ubuntu and deploying to the Google Cloud platform using Docker. * Created several unique features that were unique to this bot including text effects, custom games, and utilities for moderation. * Worked intimately with Ubuntu in order to deploy automatic services, stream console output, and containerize using Docker for easy deployment. * Hosted the code on Github in order to implement version control. * Worked closely with other developers to collaborate on projects.   **Online Recipe Book:**   * Designed interface using React and the full MERN stack, as well as Material-UI components. * Designed the initial website layout, including all of the routing and UX elements using UML activity charts. * Worked with a team using Agile methodologies.   **Web-Controlled Arduino/Raspberry Pi Project:**   * Used Angular and TypeScipt to create the front-end web interface to show the sensor data and control the LEDs. * Build basic API using NestJS/Express to allow Arduino to periodically send sensor data and receive instructions back (turn on/off LEDs). * Create MySQL database to track sensor information. * Programmed Arduino Uno using Python libraries such as Adafruit\_NeoPixel and DHT.h/Adafruit\_Sensor.hb to read temperature data and control NeoPixel LED rings. * Programmed Raspberry Pi Zero W using CircuitPython libraries to control lights and access then device wirelessly. | | --- | --- | --- | |  | |  | **Contact** | | --- | --- |   **Address**  Aurora, CO 80012  **Phone**  4437173268  **E-mail**  jhildz737@gmail.com  **LinkedIn**  https://www.linkedin.com/in/justin-hild-706007141/  **WWW**  https://github.com/Jhild737   |  | **Software** | | --- | --- |   Javascript    Very Good  React/MERN Stack    Good  Angular    Good  Typescript    Good  Java    Good  Python    Excellent  HTML/CSS    Very Good  MySQL    Excellent  C++    Good  C#    Good  Kotlin    Very Good  Bash    Very Good  Machine Learning    Very Good   |  | **Interests** | | --- | --- |   Artificial Intelligence/Machine Learning  Music Production  Arduino/Raspberry Pi  Computer Hardware and Building  Agriculture  Network Optimization and Setup  Guitar   |  | **Skills** | | --- | --- |   Debugging  Programming  Application support  Technical Support |
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