MARCUS A. HAYES

marcusahayes@outlook.com
marcus-hayes.github.io
www.linkedin.com/in/marcus-a-hayes

Software Engineer with 4-year degrees in Computer Science & Economics & 2+ years of experience developing & supporting APIs, dashboards, & microservices within an Agile Scrum framework.
Focus of current work involves the development & support of infrastructure-provisioning automation in a hybrid cloud environment

EDUCATION

UNIVERSITY OF NORTH CAROLINA AT CHAPEL HILL   Aug 2018 – Dec 2021
Computer Science, B.A. & Economics, B.A. | GPA 3.67
- Made UNC Dean's List for past 3 consecutive semesters
- Worked & studied abroad in Barcelona, Spain for Spring 2020 semester

EXPERIENCE

CISCO SYSTEMS, INC – Research Triangle Park, NC
Multinational tech conglomerate with a focus on cloud, networking, and cybersecurity solutions
Software Engineer   Jan 2021 - Present
- Developing back-end automation for facilitating infrastructure-provisioning requests and workflows
- Created and maintained account-syncing automation across ~5,000 teams (~235k account mappings)
- Composing thorough & descriptive client & provider documentation
- Improving infra-provisioning applications through bugfixes, enhancements, and on-call support

Software Development Intern (Core Finance IT, Infra and Container Services)   May 2020 – July 2020
                                                                          May 2021 – Aug 2021
- Created an interactive Webex chatbot for generating predictions of process execution times
- Facilitated migration of a permissions-requesting application to a microservice-based architecture
- Developed web application for auditing ~$200m worth of transaction data & handling errors daily

SENSING EMOTIONS & KNOWLEDGE GROUP – Barcelona, Spain
Technology startup specializing in cloud-based user experience & playtesting analytics
Software Development Intern   Jan 2020 – Mar 2020
- Articulated optimal methods for play-test feedback communication via informational articles
- Developed biometric processing functions, primarily using the FFMPEG API in JavaScript

UNC-CHAPEL HILL ITS– Chapel Hill, NC
UNC's on-campus IT support for students, faculty, & affiliates
Customer Service Representative   Oct 2018 – Dec 2019
- Diagnosed, resolved, & documented an average of 5 technology issues per hour
- Demonstrated solution processes to clients in a descriptive & simple manner
- Received 4.85 out of 5 average rating in post-service customer surveys

SKILLS & CERTIFICATIONS

- Well-versed in Python, GoLang, & JavaScript/TypeScript programming languages
  - Intermediate in Java, C/C++
- Proficient understanding of CI/CD pipeline, microservice, and container orchestration technologies (Docker/K8s, Ansible, Jenkins, Argo Workflows)
  - Certified Kubernetes Application Developer (Valid until 04/11/2027)
- Practiced in Agile Scrum development methodologies and technologies (JIRA Align, JIRA Cloud)
- Excellent written & oral communication skills