

William J. Hopper

Portland, OR w.hopper922@gmail.com

EDUCATION *Computer Science* Portland State University, current
Bachelor of Science in Computer Science at Portland State University (in progress).
Notable coursework includes data structures, advanced C++, object oriented programming, computer hardware, operating systems, and theory of computation.

EXPERIENCE *Puppet Labs* Portland, OR Summer 2013

Web Development / Data Visualization Intern *Portland, OR, Summer 2013*
Worked with the delivery team at Puppet Labs to gather and visualize key statistics related to company software packaging process.

Functions of the role included communication and requirements gathering, modifying existing toolchains to collect data, and the construction of a web app to visualize the data using tools such as D3.js.

Computer Action Team, Portland State University Portland, OR 2010-2012

"TopDog" Help Desk Volunteer Coordinator *Portland, OR 2012 - 2013*
Coordination of a year long System Administration training program, the 'Brain-dump,' run by the Computer Action Team.

Role featured management of the day to day activities of a large group of front-desk staff volunteers, including coordination of training and hours, instruction in the realm of user support, and working alongside senior System Administrators to plan curriculum for weekly technical lectures.

Puppet Labs Portland, OR Summer 2012

Release Engineering Intern *Portland, OR, Summer 2012*
Worked as an intern on the release team at Puppet Labs. Helped to manage the release of commercial and open source products through packaging, debugging, testing and community interaction.

Computer Action Team, Portland State University Portland, OR 2010-2012

Junior Linux/Unix System Administrator *Portland, OR 2012*
Worked with a small team to manage Unix machines running critical services for the Maseeh College of Engineering and Computer Science, as well as supporting Linux workstations. Most work was done primarily through the configuration management tool Puppet.

Technical Support *Portland, OR 2011-2012*
Worked with a team of full-time, part-time and volunteer workers to manage the day to day needs of students and faculty of the Maseeh College of Engineering and Computer Science. Common tasks Included advanced user support, as well as the management of department wide functions such as new student orientations and lab reservation scheduling.

Junior Windows Administrator*Portland, OR 2010-2011*

Worked alongside senior Windows system administrators to provide software installation, large scale computer lab deployments, general Windows troubleshooting, and hardware maintenance for many Windows machines.

Help Desk Volunteer*Portland, OR 2010-2011*

Volunteered for hundreds of hours providing frontline user support by troubleshooting technical issues in person and through a ticketing system.

SKILLS

General Linux/Unix System Administration, Technical Troubleshooting, Puppet Configuration Management, Revision Control (Git) Documentation, Written and Verbal Communication, Ruby, Bash, Javascript, HTML, CSS, C++, MySQL/PostgreSQL, Vim

- Commonly use a scripting language, primarily Bash or Ruby, to automate a variety of tasks, such as Unix runaway process finders, IRC bots, back-end code to manage a scheduling database, and various other projects.
- Experience in developing small websites using frameworks such as Sinatra. Also includes knowledge of web data visualization techniques with tools such as D3.js.
- Significant experience in creating Puppet manifests and modules in a real production environment, and publishing the work to the Open Source community (via GitHub),
- Proficiency in the usage of revision control in the form of Git, including experience with concepts such as Git submodules and the workflow that surrounds them in a large production environment.

PORTFOLIOS

<https://github.com/Whopper92/>