Erik "August" Heen

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SKILLS

Languages	• C/C++, Go, TypeScript, Bash
Systems Administration	• VPNs, Firewall configuration, Samba, Systemd, ZFS,
Project Management	• Jira, TeamDynamix, Git, GitHub, Knowledge of Agile principles
Operating Systems	• Linux, Windows, Android, FreeBSD
Office Software	• Google Workspace, Microsoft Word, Excel, PowerPoint

EXPERIENCE

Aerospace Engineering Department, University of Minnesota - *Software Design Intern*

June 2020 - May 2022

Overhauled & streamlined usability of data acquisition software for wind tunnel research laboratory.
Analyzed 5 implementation options. Gathered feedback from approximately 20 users.
Constructed software requirements & specifications.
Developed, tested, and finished a product used by 100+ researchers yearly.

Carlson School of Management, University of Minnesota - *Student IT Assistant*

September 2022 - May 2023

Communicated with students, staff, and faculty to resolve technological issues.
Ingested emails and phone calls into support tickets in a timely manner.
Regularly resolved these tickets solo, asking coworkers to collaborate on tickets when needed.
Expanded my IT knowledge, honed my customer service skills, and fueled my passion for constructing reliable solutions to challenging problems.

EDUCATION

University of Minnesota, Twin Cities - *B.A. Computer Science* Class of August 2023

Relevant Coursework

- Project Management & Design
- Software Engineering
- Developing Games & Computer Graphics
- Social & Collaborative Computing
- Algorithms & Data Structures
- Linear Algebra
- Functional Programming
- Operating Systems

PROJECTS

Storage Server: NAS running FreeBSD in a secondhand Supermicro JBOD chassis with aftermarket internals connected to 48 terabytes of storage on 4 drives in a RAID single-parity array with ZFS. Connected over SMB4 to 7 MacOS computers over a Tailscale VPN. Created specifications for network topology, data organization, server electrical demands, and more.

Bill Nom: Won 1st place at MinneHack 2023 hackathon over 42 other teams. I was responsible for the initial idea, time management, workload division, communication with third parties, and final submission writeup. Natural language processing machine learning model that summarizes legal language. Fine-tuned a transformer model at home using PyTorch on a dataset of 1000+ entries scraped from the Minnesota Legislature's public website using BeautifulSoup 4.

Personal Website: Built using the static site generator Hugo, hosted by GitHub Pages.

Other Projects: Feel free to ask me.