August Heen

august@heen.dev | +1 (320) 894-4240 | LinkedIn @aaheen | Saint Paul, MN

SKILLS

Relevant Coursework ● Project Management & Design, Algorithms & Data Structures, Software Engineering, Advanced Programming Principles, Functional Programming, Operating Systems, Social & Collaborative Computing, Developing Interactive Computer Graphics & Games, Linear Algebra

Project Management ● Jira, TeamDynamix, Git, GitHub, Knowledge of Agile principles

Languages ● C/C++, Go, TypeScript, Bash, Microsoft Excel & Google Sheets

Systems Administration ● Active Directory (AD), Filesystems, Networking, Task scheduling

Operating Systems ● Linux, Windows 10 & 11

Office Software ● Google Workspace, Microsoft Word, Excel, PowerPoint

EXPERIENCE

Classroom & Desktop Support | **Carlson School of Management** | *University of Minnesota - Twin Cities*
October 2024 - Current

Redesigned device inventory records to automatically validate data through weekly scrape of AD database. Automated digest reports of inventory status to better inform a year-long plan to upgrade 500+ devices to Windows 11 before Windows 10 End-of-life. Provided application & device support to end users. Explained technical concepts to non-technical users in an effective & respectful manner on a daily basis.

System Administrator & IT Consultant | **Heenbook** | *Maynard, MN (Remote)*
September 2023 - September 2024

Worked closely with the project director to analyze needs and construct solutions.   Primary efforts were put towards the construction and integration of a data storage server: FreeBSD-based NAS in a Supermicro JBOD chassis that was refurbished & upgraded with aftermarket hardware.
Created specifications for data organization, hardware demands, contingency plans, and more.

Student IT Assistant | **Carlson School of Management** | *University of Minnesota - Twin Cities*
September 2022 - May 2023

Software Design Intern | **Aerospace Engineering Dept** | *University of Minnesota - Twin Cities*
June 2020 - May 2022

Overhauled & streamlined usability of data acquisition software for wind tunnel research laboratory.
Analyzed several implementation options.   Gathered feedback from a sizable user base.
Constructed software requirements & specifications through multiple iterations with stakeholders.
Developed, tested, and finished an application used by 100+ students and researchers every year.

EDUCATION

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

PROJECTS

Bill Nom: Won 1st place at MinneHack 2023 hackathon over 42 other teams.   Natural language processing machine learning model that summarizes legal language.   Within my team, I was responsible for the initial idea, time management, workload division, communication with third parties, and final submission writeup.

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

Minecraft Server (Modded): At home, on a spare PC running Debian Linux, assisted by the MSCS tool suite.

Personal Media Server: At home on that same PC, using Jellyfin to source metadata and Rsync to transfer files.

Euler CLI: CLI for testing & running my solutions to coding problems, primarily from Project Euler, built with Go.

Home Music Studio: Constructed for fun. Includes a Shure SM7B microphone and improvised soundproofing.