

August Heen

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SKILLS

Relevant Coursework	● Project Management & Design, Social & Collaborative Computing, Software Engineering, Algorithms & Data Structures, Developing Interactive Computer Graphics & Games, Linear Algebra, Advanced Programming Principles, Functional Programming, Operating Systems
Project Management	● Jira, TeamDynamix, Git, GitHub, Knowledge of Agile principles
Languages	● C/C++, Go, TypeScript, Bash
Systems Administration	● VPNs, CLIs, Firewall configuration, Samba, Systemd, ZFS
Operating Systems	● Linux, Windows, Android, FreeBSD
Office Software	● Google Workspace, Microsoft Word, Excel, PowerPoint

EXPERIENCE

System Administrator & IT Consultant | [Heenbook](#) | *Maynard, MN (Remote)*

September 2023 - Current

Worked closely with the project director to analyze needs and construct solutions. Primary efforts were put towards the construction and integration of a 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.

Student IT Assistant | [Carlson School of Management](#) | *University of Minnesota - Twin Cities*

September 2022 - May 2023

Communicated with students, staff, and faculty to resolve technological issues. Processed incoming emails and phone calls into support tickets in a timely manner. Regularly resolved these tickets on my own, 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.

Software Design Intern | [Aerospace Engineering Department](#) | *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 Studio](#): Music studio constructed for fun. Complete with Tannoy 502 monitors, Shure SM7B microphone, Beyerdynamic DT990 headphones, PreSonus Studio One 6 as a DAW, and improvised noise insulation.