

Jackson Hyde

jacksonahyde@gmail.com | linkedin.com/in/jackson-a-hyde | github.com/hydejackson | 205.612.2722

UAB graduate with a Bachelor's in Computer Science and a focus in Mathematics. One year of experience in information technology and over nine years in customer service. Expertise includes Python, Linux systems, Powershell, Mathematics, effective communication, and solution design. Fascinated by pattern-recognition, systems, and problem solving.

Technical Skills: Python, Java, JavaScript, C, SQL, MATLAB, HTML/CSS, Bash, PowerShell, Regular Expressions
VSCode, Microsoft Office, Google Workspace, Windows, Linux Services, Active Directory

EDUCATION

University of Alabama at Birmingham

Bachelor of Arts

Birmingham, AL

April 2023

Major in Computer Science

Relevant Coursework: Object-Oriented Programming, Algorithms and Data Structures,
Computer Organization and Assembly-Languages, Networking,
Advanced Web Application Development, Probability and Statistics

Minor in Mathematics

Relevant Coursework: Scientific Programming, Mathematical Modeling, Calculus

WORK EXPERIENCE

First Solar

IT Specialist

Trinity, AL

Feb 2024

- Troubleshoots errors and designs technical solutions for over 200 corporate users of a \$23 billion company
- Connects devices to the company network through InTune, manages user groups through Active Directory
- Writes PowerShell and Python scripts to increase efficiency and generate reports
- Identifies faults in broken Dell hardware, files warranty claims, and repairs with service manuals
- Educates associates about proper technology care and gives advice on purchasing

University of Alabama at Birmingham

Research Assistant

Birmingham, AL

Sep 2015 – Aug 2016

- Tested for bugs and developed functions for a Netlogo-based program, *bali* *
- Utilized the R data analysis tool to process thousands of simulation results for graphs and reports
- Taught co-researcher how to use Github, the basics of programming logic, and how to find resources and manuals

*Dr. Abrams' paper, Modeling the Coevolution of Religion and Coordination in Balinese Rice Farming, is published at manifold.umn.edu.

Kaleidoscope News

Features Editor; Social Media Editor

Vestavia, AL

Sep 2015 – July 2016

- Assigned tasks and provided guidance to writers and photographers for weekly paper releases
- Designed section layout in Adobe InDesign while keeping printing restrictions and timelines in mind
- Scheduled and managed social media campaigns for new articles and advertisements; communicated with clients

Publix

Customer Service Staff

Vestavia, AL

Jun 2015 – Feb 2024

- Delegated responsibilities to associates according to store needs while providing premier customer service
- Organized and input accounting data, balanced the store's safe and resolved and reported discrepancies
- Trained and assisted associates in using accounting programs and in navigating money services processes

PROJECTS

User Profile Remover

Jan 2025

- Powershell, Cmdlets; ActiveDirectory, Get-CimInstance, Jobs, Remove-CimInstance
- Identifies, reports, and removes CMI Instances according to specified profile name patterns from designated remote computers
- Cleanup speeds increased from an hour or longer per computer using manual GUI interactions to thirty minutes or less for any number of concurrent computers through simple terminal operations

AD Group Membership List

Jan 2025

- Powershell, Cmdlets; ActiveDirectory, Get-ADGroup, Get-ADUser
- Outputs files containing AD group names which a specified percentage of users of specified titles and locations share with each other
- Developed to provide insight about what “core” groups each unique role needed

New Employee Login Cards Generator

Oct 2024

- Python; csv, docx, math, pandas, random, shutil, stat
- Automates the creation of new employee login cards by parsing data from a recurring Excel spreadsheet
- Identifies relevant data in Excel sheet, assigns that data to variables, and transposes the data to Word documents with formatting in mind for printing in preparation for weekly new hire classes
- Password generation and Word document creation efficiency increased exponentially depending on class size (a class of 50 users required more than 700 key shortcuts and clicks through manual methods, versus less than 10 through the script), and improved final document accuracy as there was no chance of misplacing user details

Gmail Deleter

Apr 2023

- Python; Google.auth, Google.oauth2, GoogleAPIClient
- Finds and deletes unread Gmails, assigns multiple small jobs to accomplish this as one large job likely results in a timeout exception
- Actual job completion time is comparable to a manual method, but can be run continuously in the background

Notes App (University Project)

Apr 2022

- Kotlin; Android Studio, JourneyApps BarcodeEncoder
- Allows the user to create new text notes, as well as edit them and organize them into folders
- Notes can be exported into QR code format, which can be downloaded and shared
- QR codes can be imported into the app as a new note, or simply read as plain text

Bookstore Website (University Project)

Aug 2021

- HTML, CSS, Python, and Flask
- Dynamically presents a catalog of books based on the files present in its working directory
- The catalog includes a cart, images, titles, authors, and links to individual “storefront” pages

Twitter Bot

Mar 2021

- Python, Linux services; json, hashlib, random, requests_oauthlib, tweepy, SYSTEMD
- Runs continuously on a Raspberry Pi Zero while receiving live data flow and queuing tasks
- Tweet contents were sourced from HTML files scraped with a script that utilized regular expressions
- Host machine launches service automatically on boot and on fatal error to keep bot running 24/7
- Utilizes the powerset of a user’s request and a “score system” to find the closest-matching result; return from the function is surprisingly accurate to user’s intention, even with major spelling mistakes