Cade Farragut

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EXPERIENCE

Hewlett Packard Enterprise

Software Engineer Intern   *Summer 2024*
- Troubleshot 35+ iLO firmware updates, ensuring optimal firmware functionality and system performance.
- Created a Python script to use Redfish API and Postman to automate the validation process, increasing efficiency by 40%.
- Validated iLO5, iLO6, and iLO7 firmware updates, enhancing firmware reliability and performance.
- Tested updates for Gen10, Gen10+, Gen11, and Gen12 HPE Synergy Blade Servers, ensuring system robustness.
- Presented 12-week internship experience at the company's intern fair, highlighting key accomplishments and technical skills.

Software Firmware Tester and Developer Intern   *Summer 2023*
- Troubleshot 25+ ROM, ME/IE, and CPLD firmware updates, ensuring seamless firmware functionality.
- Tested updates for Gen9, Gen10, Gen10+, and Gen11 HPE Synergy Blade Servers, ensuring system reliability.
- Utilized expertise in Windows, Linux (RedHat and SLES), and VMWare to optimize system performance.
- Presented 12-week internship experience at the company's intern fair, showcasing key accomplishments and skills.

Louisiana State University IT

Senior Technical Support Agent   *May 2024 – November 2024*
- Promoted to maintain responsibilities as an ITS Technical Support Agent, ensuring consistent high-quality service.
- Managed a team of 4 technical support agents to ensure quality assurance and effective service delivery.
- Trained 5+ new employees, enhancing team capability and knowledge.
- Managed a more challenging ticket queue, demonstrating advanced problem-solving skills.

ITS Technical Support Agent   *Feb 2023 – May 2024*
- Used problem-solving skills to successfully solve 1000+ technical issues for LSU students, teachers, and faculty, enhancing user satisfaction and operational efficiency.
- Troubleshot email, network, LSU accounts, MFA, and application issues, ensuring seamless functionality.
- Diagnosed and fixed problems with phones, computers, printers, TVs, and consoles, enhancing device performance.
- Provided support via phone, email, online chats, and in-person, improving accessibility and service quality.
- Received 20+ positive feedbacks, including commendation from LSU IT's CIO, reflecting exceptional customer service.

PROJECTS

Automated Bartender | *Senior Capstone Project*
- Collaborated on a team of 4 engineers to design and build an automated bartending system.
- Developed a touch-screen interface and ladder logic program in Studio 5000, integrating Allen-Bradley HMI and PLC to automate the drink dispensing process.

Elevator | *Digital Logic Final*
- Developed and implemented Verilog code, then successfully flashed it onto FPGA.
- Designed and built a fully functional elevator system with three floors, automatic door control based on sensor status, and sequential operation using a clock button.

Automated Hand Sanitizer Dispenser | *Microprocessor Systems Final*
- Programmed in C++ and successfully flashed onto Aurduino equipped with a motor and sensor.
- Engineered a system where sensor-detected movement activates the motor to rotate and pull a string, dispensing hand sanitizer from a bottle.

EDUCATION

Louisiana State University   Baton Rouge, LA
Bachelor of Science in Computer Engineering; GPA: 3.55/4.00   *Aug 2021 – May 2025*
Minor in Computer Science
- **Relevant Coursework:** Data Structures & Algorithms, Digital Logic, Computer Organization, Microprocessor Systems, GPU Programming, Digital Design using HDL
- **Groups:** Sigma Nu Phi Chapter, Institute of Electrical and Electronics Engineers (IEEE), Energy Club

TECHNICAL SKILLS

Redfish, Java, Python, C/C++, FPGA Verilog, HTML/CSS, CUDA, Assembly Cortex M4 and MIPS, Vulkan, Git, Jira, VS Code, Visual Studio, PyCharm, Eclipse, Postman, EMACS, VIM, NumPy, OpenGL