

Cameron E. Aaron

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Citizen 

WORK EXPERIENCE



Dutchie, Bend OR, USA

Systems Administration

Aug 2022 - Nov 2022

- Use root cause analysis to identify, diagnose, and report technical problems, including escalating and tracking
- Translate functional requirements into technical requirements
- Establish, implement, and administer best practices, including systems configuration and development as necessary
- Deliver solutions based on business requirements while clearly setting expectations and submitting work on agreed timelines
- Act as the primary admin. of one or many SaaS systems.
- Provide best quality customer and employee experience and manage stakeholder expectations
- Measure impact and assist with analytics requests and build reports and dashboards
- Act as a steward for key systems and create technical content to enable users on the platform

Support Systems Analyst

Feb 2021 - Aug 2022

- Develop thorough, professionally documented, data-driven systems-related projects including migrations and large overhauls or changes
- Identify data trends displaying systems needs to determine and develop prioritized goals for the Support team
- Prepare and present systems status' to all leadership and operations stakeholders and ensure the project is aligning with organizational goals and operating principles
- Ensure projects remain on schedule, tested within the ticketing sandboxes when applicable, and documented to gauge impact and adoption
- Determine and keep system projects within the determined scope, whether that be budgetary or regarding deliverables
- Monitor and maintain the end results of all systems changes including rolling out change management with Support Leadership

Project Manager

Aug 2021 - Feb 2021

- Develop thorough, professionally documented, data-driven projects
- Analyze team data to determine team necessities and develop prioritized goals
- Translate raw data in order to create cohesive, structured, and relevant analysis
- Prepare and present project status to all stakeholders and ensure the project is aligning with organizational goals and operating principles
- Ensure projects remain on schedule, tested, and documented to gauge impact and adoption
- Design project outlines including success markers unique to project specifications
- Monitor and maintain the end results of all assigned projects including rolling out change management with Support Leadership

Product Support Specialist

Jul 2021 - Aug 2021

- Explain workflows and product configuration
- Troubleshoot and write bugs for unexpected behavior for Engineering
- Investigate discrepancies and explain findings and paths to resolution
- Use SQL and Excel skills to create custom reports for customers
- Run incidents in cases of an outage
- Facilitate communication between engineering and the customer.
- Troubleshoot issues with the platform, state traceability systems, third party integrators, and various other external parties
- Solve new or unique problems and document solutions for future accessibility
- Identify tools for new and existing products that will assist the teams in providing efficient support
- Provide feedback to Product and Engineering with issues, trends, platform work optimizations, etc.

SKILLS

Bioinformatics Research

Analyze single nucleotide polymorphisms
Annotate Genomes
Machine learning to analyze medical imaging to better identify an abnormality
PCR
Collect and analyze EEG data

Cyber Security

Network Penetration Testing
Analyze code behavior down to assembly level language
Red team blue team testing
Social Engineering.

Software

Qualtrics
Power BI
Tableau
Google G Suite
Microsoft Office
SPSS
Adobe Creative Suite
Apache spark
Google Cloud Life Sciences
Nessus
Metasploit
GitHub

Programming

R
MATLAB
Unity (C#)
HTML/CSS
SQL
Python
Javascript
Java
Ruby on Rails

Scientific Research

EEG/ERP
Eye-tracking
Reach-tracking
Behavioral testing
Scientific writing
Literature reviews
Surveys
Statistical inference
Hypothesis testing
Multivariate statistics
Choice-Based Conjoint (CBC)
Log analysis
Data visualization



Google, Mountain View, CA, USA

Product Expert

March 2017 - Present

- Volunteer on Google product forums to help answer user questions
- Assist customers by escalating cases to the correct team
- Debug and troubleshoot user issues
- Manage Android data as 1 of 3 people, working directly with project manager to bring feedback to teams
- Collaborate with developers to help them comply and maintain app functionality



SpaceX, Hawthorne, CA, USA

Aerospace Medicine Intern

Aug - Dec 2020

- Assist with COVID response ensuring employee/crewmember safety and continuation of operations
- Collaborate with academic institutions and/or private organizations on medical research
- Assist flight surgeons and medical fellows in research projects, data synthesis, and implementation of deliverables for Starship and Crew Dragon
- Work with multidisciplinary teams to accomplish goals involving human spaceflight, public health, and occupational medicine
- Collect data in occupational health surveillance and public health improvement projects



C19 BayShield, San Francisco CA, USA

Backend Team Lead Engineer

Apr 2020 – Sep 2020

- Lead a team of UC Berkeley engineers and hire new developers
- Lead the backend engineering team
- Led team that won the Jacobs prize at UC Berkeley
- Member of team that created an app that supplied PPE to much of central California



BardoVR, San Francisco CA, USA

Virtual Reality Game Development Intern

Apr 2020 – Aug 2020

- R&D into VR Systems
- Content Creation
- Psychological literature review
- Game level development



GitHub, San Francisco CA, USA

Software Engineer

Aug 2019 – Jan 2020

- Collaborate across teams to provide superior customer experience through engineering efforts
- Use Ruby on Rails to contribute to the GitHub platform

Community Support and Customer Success Engineering

Jun 2019 – Aug 2019

- interdisciplinary role involving machine learning
- Work with cross-functional stakeholders in Operations, Product, Engineering, and Legal to support product launches
- Develop and execute support strategies that align with product goals
- Provide operational suggestions to scale product support
- Streamline complex processes and implement workflows to increase efficiency

EDUCATION



CONNECTICUT

Connecticut College, New London, CT

Aug 2017- May 2021

Bachelor of Arts

- Double Major: Computer Science, Psychology
- Minor: Cognitive Science
- Certificate: Arts and Technology, Ammerman Center Selected Scholar

Honors/Awards: Github Arctic Code Vault Contributor
2020 Impact Labs Fellow
Computer Science Leader
Connecticut College Emerging Leaders

Publications

Variations 2E

Finding the perfect Fit an article within Issue 2 (Spring 2019):
The 2e Friendly Workplace

The Bridges 2E Center for Research and Professional Development Panelist
Vision & Leadership 2E Symposium 2019

Certifications

Cloud Engineering with GCP by Google Cloud
Google IT Support by Google
Architecting with Google Compute Engine
Google Cloud
Google Cloud G Suite Administration Specialization
Google IT Automation with Python
Algorithms by Stanford University on Coursera
COVID-19, mRNA, LNP-S, PF, 100 Mcg/0.5 mL Dose (Moderna) 2 doses

Additional Highlights

Google Product Expert
TEDx Event Organizer
2E Comic Book Creator
Google CSSI Section Leader
Volunteer at Special Need School
Avid Reader

