

C William Hakes

Education

University of Colorado, Boulder, CO
Incomplete
Bachelor of Science
Major: Mechanical Engineering
GPA: 3.3

Durango High School, Durango, CO | 2010

Career Experience

Worldpay from FIS

Durango, CO | 2016-2020
Technical Support Specialist &
Subject Matter Expert
150 Mercury Village Drive
Durango, CO 81301
(800)-846-4472

Mumblin Marmot Tutoring, LLC

Durango, CO | 2015
Tutor
200 Riverview Dr.
Durango, CO 81301
(970)-903-7498

Classes of Note

Senior Design

Designed and built initial iterations of the
SwiftAPM 100™, a suspended
automated people mover

Mechatronics/Mechatronics 2

Designed, built, and programmed
multiple autonomous robots with
features such as IR vision, camera
vision, and wireless communication

Miscellaneous Honors

- Eagle Scout with the Boy Scouts of America
- 2010 NASA Ames Space Settlement Design Contest Grand Prize Co-Champion

Career Responsibilities

- Handle and troubleshoot technical escalations
- Coordinate multiple parties to resolve cases
- Coach agents on best procedures and heuristics for handling issues
- Automate large projects
- Maintain diagnostic and cleanup tools for the Technical Support department
- Test/troubleshoot new software
- Document all actions taken

Software Stack Experience

- C, Rust
- Some C#, Python
- HTML/CSS/JavaScript/WASM
- LabVIEW, MATLAB
- SQL, PostgreSQL
- SCM/CI, git, TravisCI
- XML, JSON, YAML, TOML
- SOLID, REST, MVC, Cloud
- Office, Excel, Word, VBA
- Tableau

Other Experience

- Microcontrollers and FPGA
- Printed Circuit Board
- CNC, Laser Cutter, 3D Printer

Contact Information

E-Mail: info@cwilliamhakes.com
<https://cwilliamhakes.com>