Edward Hines he/him/his

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SKILLS

Software Engineering Working with an agile team, Writing algorithms in C, C++, Java, Javascript, Python, and more, Willing to learn about new technologies, Experience with artificial intelligence, writing and using APIs, and working with complex frameworks like ReactJS.

Information Technology Taking in information about software and producing relevant documentation, Understanding support tickets from a non technical user base and taking actionable steps to solve issues, Maintaining a fleet of computers, Automation of menial tasks using scripting languages

EDUCATION

2020 - 2024   BS CS/Computational Math at **University of Massachusetts Amherst**   (GPA: 3.7/4.0)

Coursework: Computer Networking, Programming Methodology, Algorithms, Artificial Intelligence, Operating Systems, Computer Graphics, Search Engines, 2D/3D Calculus, Discrete Math, Statistics, and Linear Algebra

WORK EXPERIENCE

UMass Amherst Institute for Applied Life Sciences   June - August 2022

Core Summer Intern

– Coordinated with lab director to move his tech stack from the cloud to the UMass compute cluster running RHEL 7.
– Increased knowledge of professor's area of research by investigating programs he wanted to use, implemented scripts to manipulate DNA data, and led training sessions with him so he could understand new technical concepts.
– Jobs are submitted to LSF job server on supercomputer cluster. Made it easier for professor and others new to Linux to be able to specify required resources with LSF by asking the user what resources they need.
– Understood what programs are used, illuminated peers of command line usefulness, and successfully transitioned from the cloud to ensure security of sensitive data.

UMass Amherst University Without Walls   June - August 2023

IT Support Assistant

– Provided critical support to IT Director as the office transitioned to a remote hybrid model

– Negotiated and deconstructed support tickets with department staff to solve common computer problems, swapping hardware and more

– Augmented and improved software update process with Powershell, Microsoft Access Database, Group Policy Editor, and Active Directory; resulting in lower wait times and ticket frequency; allowing director to focus on improving IT infrastructure.

UMass Amherst Learning Resource Center   February 2024 - May 2024

Student Tutor

– Successfully transitioned from providing supplemental instruction to groups of students to providing one-on-one support and assistance (with the department since February 2023).
– Understanding and assisting students one-one-one from all walks of life.
– Synthesizing and breaking down content learned in my previous coursework (including Computer Science, Physics, Math and more) to be able to share it to my peers.
– Building true understanding of concepts and instilling confidence in the minds of my fellow students so they can also succeed.

PROJECTS

PayRanger - Software Engineering Course Project   February 2023 - May 2023

– Collaboration with real company (Duck Creek Technologies) to create a functional (hypothetical) minimum viable HR frontend and backend.
– ReactJS, CSS, using third party modules, multiple pages, MongoDB, REST APIs, ExpressJS, extensive GitHub use.
– Collaboration with large software team. Handling conflicts of vision. Weekly sprints and meetings (SCRUM).
– Presenting developments weekly to the hypothetical customer at Duck Creek. Implementing constructive criticism in MVP to create a functional and easy to use product.

Python NWS API - Hobby Project   November 2022

– Hobby project to learn more about REST APIs.
– Wrote a wrapper class for the free National Weather Service API using the requests library in Python.
– End user can freely use the API to access weather information.
– Wrote a simple UI using Python-GTK to view the next 72 hours of weather.

Last updated: August 4, 2024