Edward Hines he/him/his

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SUMMARY

Dedicated Computer Science graduate and IT professional with a strong background in software engineering, technical support. Willing to learn new technologies, and applying them instantly to my work, while effectively communicating benefits to stakeholders.

EDUCATION

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

Coursework: Operating Systems (C and C++, virtual memory, filesystems, OS system calls), Statistics, Computer Networking (Unix Sockets, TCP/IP), Programming Methodology (JS higher order functions, promises, memoization), Algorithms, Artificial Intelligence, Search Engines (exploring information retrival's connection to LLMs)

PROJECTS

PayRanger - Software Engineering Course Project   February 2023 - May 2023

– Collaboration with 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 - Open Source Research Project   November 2022

– Personal research 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.

WORK EXPERIENCE

Colonial Engineering   September 2024 - Present

IT Support and Consultant

– Exploring OpenAI whisper and Python email APIs to download, transcribe, and redistribute voicemails sent over email to make it easier to parse out valuable information in a fraction of the time.

– Successfully leveraged AWS S3 to migrate and backup decades worth of data to the cloud, convincingly presenting the value proposition with patience and understanding, leading to my boss approving the investment for enhanced data protection and accessibility.

– Efficiently configured Remote Desktop Protocol (RDP) for seamless work-from-home access, enhancing executive productivity and operational flexibility.

– Digitized and organized decades worth of paper documents, transforming a cluttered physical archive into a streamlined digital repository, significantly improving information retrieval.

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 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.