

Hayden Freeman
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SUMMARY

Results-driven software engineer with an M.S. and B.S. in Computer Science and a strong foundation in both low-level and high-level programming, including C, JavaScript, Java, PHP, Assembly, and VHDL. Known for blending deep technical skills with real-world problem-solving in high-stakes environments, honed through seven years of experience as a catastrophe claims technical advisor. Eager to contribute to engineering and software development teams; open to both remote and on-site opportunities.

EDUCATION

Western Governors University
Master of Science, Computer Science
Bachelor of Science, Computer Science

SKILLS

Languages: C, C++, JavaScript, Java, PHP, Python, Rust, C#, Lua, x86/x64 ASM, VHDL, SQL, Bash, Powershell, Make
Tools: Burp Suite, Metasploit, Wireshark, Ghidra, gdb, Valgrind, QEMU, nmap, Git, Postgres, Docker, GitHub Actions, ExpressJS, ReactJS
Environments: Linux, OpenBSD, Windows, MacOS, Spring Boot
Certifications: LPI Linux Essentials, ITIL Foundation
Clearance: Active TS/SCI clearance in progress (under investigation, 2024)

EXPERIENCE

Pilot Catastrophe Services, Inc. – Technical Advisor (2018-2025)

- Contributed to a legacy system modernization effort, assisting in the migration of a claims management platform from PHP/jQuery to a modern Express/React stack. Participated in bug triage, feature rollout, and feedback cycles.
 - Performed field-level IT support, regularly diagnosing and resolving issues on adjuster systems using shell scripts, PowerShell commands, and network diagnostics under deployment constraints.
 - Authored custom automation tools in Python and Bash to streamline adjuster workflows, including a document aggregation script that parsed claims data across user systems and exported to Excel for real-time performance tracking, training, and compliance auditing.
 - Led a distributed technical team of up to 300 adjusters, serving as a central escalation point for software, hardware, workflow, and estimation issues during high-pressure catastrophe events.
 - Mentored and trained new adjusters on negotiation tactics, estimation accuracy, and regulatory compliance, while ensuring readiness through equipment audits and professional presentation standards.
 - Maintained extensive, legally sound technical documentation under time-critical conditions, balancing accuracy, auditability, and customer satisfaction during extreme event scenarios.
 - Cross-functional communicator; coordinating between field personnel, internal leadership, and clients to ensure technical and operational alignment.
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OTHER

Lifelong learner with diverse interests beyond technology. Experienced guitarist with nearly a decade of playing, particularly drawn to blues. Dedicated to functional fitness – weight training and running. Recently picked up pickleball. Casual player of chess and golf. Avid reader and writer.