



software/cloud engineer; AI Masters Student

@full-stack/backend engineering: currently focusing on Java/JS frameworks

(strong Python background)



Jack Cody Heseltine

+43 664/965 3008

jack.heseltine@gmail.com

165 E 88th St,
NY, NY 10128
USA

Dürenerstraße 2,
4813 Altmünster
Austria

Technical Skill Sheet

My work experience matches and expands my skills from formal training in Software Engineering, documented on my website (BSc-Level with Technical Thesis) – I am also not including research and theoretical skillsets (AI studies at Masters Level) or own research projects in this list. *This list is about hard (some soft) skills that make a difference on the job.*

In Software

- ▶ Docker, efficient versioning and updating modules, Maven as build tool for Java
- ▶ Deep Alfresco (ECM) with Modelling and BPMN experience (also D.velop), Java for backend, JavaScript/TypeScript and Angular for frontend

General IT

- ▶ Active Directory maintenance
- ▶ Azure Pipeline and System Environments maintenance for IT projects
- ▶ General Support, IT problem solving for Windows, Powershell scripting for tasks
- ▶ Mac environments for creative work, Adobe Suite included.

Soft and General Business Skills (see **Resume Easter egg!**)

- ▶ You know what: I have worked that **customer service** job (Grand Central Apple Store in my case, two years) – that teaches you something. You understand this fully if you have worked in customer service.
- ▶ Phones and scheduling (for a producer), (agency) mailroom for general business processes: working with the relevant stakeholders and mostly, IT, to automate processes is something I love. I hate busy work without meaning, e.g. keeping excel lists, when there is a way to hand the task off to a machine.

SCOTT RUDIN PRODUCTIONS, PRODUCER'S ASSISTANT, NEW YORK, NY – 2019-2020/SEP-DEC

Full Assistantship in NYC film & theater power house with IT/process optimization & autom.

- Many paper-based workflows, above all morning/evening call sheets, were automatable
- Fun fact: managed one of NYC's busiest phone schedules in the process (part of the job)

THE GERSH AGENCY, (PAID INTERN) MAILROOM ASSISTANT, NEW YORK, NY – 2018-2019 (SR YR INTERN)

"Mailroom track"-learning from the sell side. Busy desk + Mailroom/Floating & IT Services

APPLE INC., FAMILY ROOM SPECIALIST, GRAND CENTRAL GENIUS BAR, NEW YORK, NY – 2016-18 (2 YRS)

Customer service/group teaching (computer literacy) in Grand Central Terminal (@college)

This list is growing! I am learning at FAW, a university spin out focussed on Enterprise Content Management (ECM)

*I credit my **DevOps** role at a Red Cross blood bank in Austria for most of this knowhow*

I have true cross-industry experience in that I came up in Entertainment, before switching to IT and Software for more analytical work.

Resume Easter egg!
(Hidden in tech skills sheet, continue on second page below if not interested.)

Thank you for your consideration. See also <https://heseltine.github.io/> for a portfolio