

Justin Hynes

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SUMMARY

Collaborative Senior Software Engineer with a strong track record of supporting and mentoring small teams. Adept at working independently or as part of global teams to design, develop, test, and maintain scalable software solutions.

EXPERIENCE

Senior Software Engineer

2U|edX

September 2019 - Present, Cambridge, MA

- Contributed to the Open edX (OeX) open source project (<https://github.com/openedx>).
- Reduced course certificate customer support issues by 51% after a substantial redesign and refactor of the OeX credentialing features.
- Integrated Kafka event bus support in the OeX Credentials service, enhancing communication between core services and further reducing customer support issues.
- Built multiple data marts and data pipelines for internal and external consumers, supporting a learner-facing academic coaching feature, as well as our internal CDP.
- Implemented a scheduled email feature, one of the most requested features in the OeX platform by partners.
- Maintainer of a hosted (AWS-based) development environment used across multiple engineering teams.
- Led agile team processes for my team for 4 years.
- Intern Mentor for 2+ years.

Software Engineer

Symantec

April 2014 - August 2019, Cambridge, MA

- Joined as a Software Quality Assurance Engineer in 2014, promoted to Software Engineer in 2016.
- Delivery of a REST API translation service for the rapid integration of the Fireglass Android app after acquisition by Symantec.
- Redesign of a multi-platform Mobile Device Management REST API so it could be decoupled from a monolith and consumed by multiple Symantec products.
- Released an Android agent (SEP cloud) that combined two separate Symantec Android apps into a single offering for customers.
- Overhauled the team's test case repository, identifying missing manual and automated tests for high impact user-facing features.
- Developed an automated test suite for an Android application using UIAutomator.

Software Support Engineer

Tangoe

January 2013 - April 2014, Waltham, MA

- Consistently closed out the largest overall number of support tickets per month with the highest satisfaction ratings amongst team members.
- Assisted customers via email, phone, and debugging sessions to resolve support requests with Tangoe's Mobile Device Manager product.

Systems Engineer

AKUITY Technologies

March 2011 - January 2013

- Joined as a Helpdesk Intern in March 2011, promoted to Systems Engineer I in August of 2011.
- Provided onsite desk-side IT service and consultation services resolving hardware and software issues for businesses in MA, CT, RI, and NH.

SKILLS

Front End: HTML, Javascript, React

Back End: Python (current), Django (current), Django Rest Framework, C# (5y ago), Java (5y ago), SQL, RESTful API development, Automated testing (Pytest, UIAutomator [5y ago], Selenium[5y ago])

Tools: Snowflake, DBT, Source Control (Git & Perforce), Postman, VS Code, Docker, Jenkins, Atlassian Suite (JIRA, Confluence, OpsGenie), Observability (New Relic & DataDog)

Hobbies: Cars, Magic: The Gathering, Craft Beer & Bourbon, Stand-up Comedy, Reading (Fantasy), Podcasts, Gaming

EDUCATION

Bachelor of Computer Science

Worcester State University • Worcester, MA • 2011