

JUSTIN HYNES

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WORK EXPERIENCE

edX / 2U

Senior Software Engineer I

Cambridge, MA
September 2019 - Present

- Refactor of the course certificate generation feature for the Open edX platform, decreasing internal support ticket volume by 51%
- Intern Mentor for Summer of 2021, 2022
- Delivery of a scheduled bulk email feature, one of the most requested courseware features from our partners
- Delivery of a Django microservice used to collect demographics information from learners
- Delivery of a productized data mart used for a learner-facing academic coaching feature
- Facilitates the team retro and standup meetings
- Operating as our team's "embedded" Site Reliability Engineer

Symantec

Software Engineer

Cambridge, MA
April 2014 - August 2019

- Started in April of 2014 as a Software Quality Assurance engineer, promoted to Software Engineer in July of 2016
- Delivered a (Java) API translation microservice to facilitate a rapid integration of the Fireglass product after acquisition by Symantec
- Delivered a V2 of a Mobile Device Management API, porting a legacy C# codebase to a more flexible Java codebase
- Delivery of an Android agent (SEP Cloud) that combined two separate Symantec Android security clients into a single offering

Tangoe

Software Support Engineer

Waltham, MA
January 2013 - March 2014

- Work with enterprise customers via email, phone, and remote debugging sessions to triage support requests with Tangoe's Mobile Device Manager product
- Consistently closed out largest overall number of support tickets per month with the highest satisfaction ratings amongst team members
- Worked alongside development and QA teams to identify, report, and resolve software issues in Tangoe's Mobile Device Manager product

AKUITY Technologies

Systems Engineer I

Auburn, MA
March 2011 - December 2012

- Started in March of 2011 working on the Help Desk in a call center, promoted to Systems Engineer in August of 2011
- Provided onsite desk-side IT service and consultation resolving software and hardware issues for SMB businesses in MA, CT, RI, and NH
- Maintenance of customer's local and remote Windows Server and VOIP (Switchvox) infrastructure

EDUCATION

Worcester State University

BS, Computer Science

Worcester, MA
September 2007 - May 2011

SKILLS

Technologies: Python (Django), Django REST Framework, JavaScript (React), Snowflake (DBT), SQL (MySQL)
(continued): Source Control; Git & Perforce, Java (~3y ago), C# (~3y ago)
Interests: Cars, Magic: The Gathering, Beer (NE IPA), Stand-up Comedy, Reading, Podcasts