CYNTHIA HE

770 55th St, 3B   hecynthia@gmail.com
Brooklyn, NY 11220   (302) 562-9753

EXPERIENCE

Ivy Tutors Network, New York, NY, *Tutor*   **Aug. 2023-Present**
- Instructed 100+ students from 6th-12th grade on various academic subjects and standardized tests (i.e. SHSAT, SAT, Algebra, Geometry, Robotics, AP Calculus AB, essay writing, etc.) in private sessions and school programs both in-person and remote
- Assigned engaging homework and projects to encourage student learning outside of tutoring sessions
- Educated students in adopting organizational skills and confident test-taking habits
- Proctored exams in schools for specialized standardized tests

IBM, New York, NY, *Technical Curriculum Developer*   **Jul. 2020-Aug. 2023**
- Developed course exercises and presentations for IBM API Connect and IBM DataPower Gateway software
    - Collaborated with product developers, support technicians, and consultants to create plans and content
    - Created API endpoints with SoapUI, Swagger Petstore, and Golang for course exercises
    - Formatted all course exercises in Adobe Framemaker and created lectures in Microsoft PowerPoint
    - Wrote scripts and recorded video and audio in Camtasia for self-paced virtual courses
    - Updated and released multiple IBM API Connect and IBM DataPower Gateway course versions
- Developed first lab setup guides on how to install IBM Software products with Adobe Framemaker
    - Installed IBM API Connect and IBM DataPower Gateway on Red Hat Linux operating systems on VMWare virtual machines with Kubernetes, Docker, and Helm
    - Formatted lab setup guides in Adobe Framemaker and distributed to IBM Software communities
- Instructed IBM API Connect course live over Cisco Webex to international clients (i.e. ARAMCO, Saudi Arabia)
- Resolved tickets from students taking IBM API Connect and IBM DataPower Gateway self-paced virtual courses
- Mentored high school students from IBM-affiliated Brooklyn P-TECH high school with professional skills (i.e. resumé writing, applying to internships, applying to colleges, etc.)

The Walt Disney Company, Seattle, WA, *Software Engineer Intern*   **May-Aug. 2019**
- Built pipeline in Amazon Web Services to retrieve Key Performance Indicator (KPI) metrics from Jenkins build and to display metrics onto Amazon QuickSights dashboard
- Automated AWS components of KPI pipeline with Terraform and CloudFormation
- Extended KPI pipeline to incorporate in-house and non-AWS metrics reporting utilities
- Coded Lambda function in KPI pipeline in Node.JS to create JSON of metrics in specified S3 bucket
- Documented work in Confluence and created data-flow diagrams and sequence diagram of pipeline function

EDUCATION

Cornell University, College of Engineering, Ithaca, NY   **May 2020**
Bachelor of Science, Computer Science, Minor: French Studies
Cornell Storytelling Club, *Founder and President*   **Aug. 2017-May 2020**
Heermans-McCalmon Award for Best Screenplay, *1st place*   **Mar. 2020**
Hilton Hospitality Hackathon, *1st place*   **Nov. 2018**

SKILLS

Programming Languages: Bash, YAML, Git, CloudFormation, Terraform, Java, Python, C, OCaml, Go, JavaScript, jQuery, React.JS, Node.JS, HTML, CSS, SQL
Development Software: Kubernetes, Docker, Podman, Helm, AWS, IBM API Connect, IBM DataPower Gateway
Course Software: Articulate Storyline, Adobe Framemaker, Adobe Premiere Pro, Camtasia, Ableton, Microsoft Office Suite, Google Workspace
Systems: Red Hat Linux, Windows, Mac OS
Spoken Languages: French (fluent proficiency), Mandarin Chinese (native proficiency)