

# CYNTHIA HE

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## EXPERIENCE

**Ivy Tutors Network**, New York, NY, *Tutor*

**Aug. 2023-Present**

- Instructed 100+ students from 6-12th grade on various academic and standardized test subjects (SHSAT, SAT, Algebra, Geometry, Trigonometry, Robotics, AP Calculus AB, AP Computer Science, and essay writing) in private sessions and school programs, both in-person and remote via Lessonspace and Zoom
- Coordinated with students and parents to create interactive lesson plans, homework, quizzes, and projects in Articulate Storyline to encourage student learning outside of tutoring sessions
- Educated students in adopting healthy Executive Function and organizational skills and implementing confident test-taking habits

**IBM**, New York, NY, *Technical Curriculum Developer*

**Jul. 2020-Aug. 2023**

- Developed interactive hands-on labs and instructor-led and self-paced training material for IBM Cloud SaaS/PaaS products (IBM API Connect and IBM DataPower Gateway)
  - Collaborated with SMEs (developers, support technicians, consultants) to plan and storyboard course modules with ADDIE and Agile methods
  - Developed API endpoint servers in Go, GraphQL schemas, and open source software (SoapUI and Swagger Petstore) implementations for hands-on labs
  - Installed and managed software with DevOps tools (Docker containers, Kubernetes and Helm) onto VMWare VMs operating on Red Hat Linux to replicate and distribute to students for labs
  - Created course lab and software installation instructions in Adobe Framemaker and Adobe Captivate
  - Created lectures in Microsoft PowerPoint, animations in Vyond, icons in Canva, and screenshots in Snagit
  - Recorded and edited video and audio in Camtasia and Ableton for self-paced virtual courses
  - Distributed and managed self-paced virtual courses with LMS (Moodle)
  - Updated and released multiple course versions (abridged and newer software versions)
  - Resolved tickets from student feedback or lab issues
- Instructed IBM API Connect course remotely to international clients (ARAMCO, Saudi Arabia)
- Mentored IBM-affiliated Brooklyn P-TECH high school students with professional skills (writing resumes, applying to internships, and applying to colleges)

**The Walt Disney Company**, Seattle, WA, *Software Engineer Intern*

**May-Aug. 2019**

- Built pipeline in AWS to retrieve Key Performance Indicator (KPI) metrics from Jenkins build and display onto Amazon QuickSights dashboard
- Automated development of KPI pipeline components in AWS with Terraform and CloudFormation
- Extended KPI pipeline to incorporate in-house and non-AWS metrics reporting utilities (Kafka and Datadog)
- Coded Lambda function in KPI pipeline in Node.JS to create JSON of metrics in specified S3 bucket
- Documented steps in Confluence and created data-flow diagrams and sequence diagrams of pipeline functions

## 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, Helm, Podman, AWS, IBM API Connect, IBM DataPower Gateway

**Course Software:** Ableton, Audacity, Adobe Captivate, Adobe Framemaker, Adobe Premiere Pro, Articulate Storyline, Snagit, Camtasia, Canva, Vyond, Microsoft Office Suite, Google Workspace

**Systems:** Red Hat Linux, Windows, Mac OS

**Spoken Languages:** French (fluent proficiency), Mandarin Chinese (native proficiency)