

Kevin Hjelden

-address removed from web copy- ▪ Antelope, CA 95843 ▪ (916) 432-0418 ▪ resume@burntpopcorn.net

OBJECTIVE: A position in computer science

EDUCATION: *Bachelor of Arts, Double Major Computer Science and Mathematics* ▪ California State University, Sacramento ▪ Completed Fall 2006 ▪ 3.2/4.0 GPA

Related Courses:

Programming Concepts & Methodology	Assembly Language Programming	Database Management
Programming Languages	Computer Organization	Computing Theory
Data Structures & Algorithm	Software Engineering	Intelligent Systems
Game Design & Implementation	Advanced Computer Graphics	Object Oriented Computer Graphics

KNOWLEDGE AND SKILLS:

Programming Languages:

C, C++, C# (.NET), Cold Fusion, HTML, Java, Javascript, Lua, OpenGL, Perl, PHP, SQL

Applications:

Apache, Asterisk, CVS, MySQL, Microsoft Office, Microsoft Visual Studio, Microsoft SQL Server, SVN

Systems:

Windows 2000/XP, Unix/Linux, Macintosh OSX

Communication and Organization:

- Effective leadership and team skills
- Ability to analyze problems and find solutions
- Excellent technical writing skills

PROJECT EXPERIENCE:

Customer Service Web Application: Designed, Implemented and Maintained Web Application created in PHP and interfaces with a proprietary SQL database which allows customer service representatives at a call center to create trouble tickets and view and modify customer information. Additionally, integrated this software with a linux system running Asterisk to create a voice menu system that the customers can interact with before speaking with the representative.

Robot Tournament Bracket System: Created an automated bracket system used at the CSUS Engineering Expo and RoboGames to run a double-elimination robot combat tournament and display current event status to spectators on projectors. Features include automatic creation of the tournament brackets and display of the current match with a countdown timer to control the length of each match.

Heads Up Poker: Project Manager of a senior project to create an online web site that allows players to play a heads-up game of poker against a computer-controlled player. Features include statistic tracking during gameplay, and a replay feature that allows players to view the games that he played. Oversaw complete life-cycle of project, including the requirements specification, design specification, and implementation, as well as maintaining contact with project sponsor.

Fortress Forever: Member of a ~30 person team to create a Half-Life 2 modification that replicates the functionality of a Half-Life modification named Team Fortress Classic. Tasks involved creating a Lua scripting environment for additional map game-play types to be created by end-users, as well as creating a web page for players to view their game-play statistics and an interface for game servers to upload this data to the project team's site.

WORK EXPERIENCE:

Web Application Developer: CWNNet, Inc 1999 – Present

- Created and maintained Customer Service web application
- Installed and customized Asterisk system to integrate with Customer Service web Application
- Maintained interactive sign-up tool for potential customers
- Installed and maintained CVS source revision software for CWNNet applications

Customer Service Representative: CWNNet, Inc Summer 1999

- Provide quality customer service selling dial-up Internet service.
- Troubleshoot customer's technical and billing issues over the phone and email.