Hiyan Kubagawa

Full-Stack Software Engineer & Systems Administrator

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SUMMARY

Full-stack software engineer and systems administrator with a B.S. in Computer Science (Cum Laude). I build internal web applications, integrations and automation, and administer the Linux, Windows and AWS systems they run on, in a live production business environment. Trilingual (English, Portuguese, Spanish); former NCAA Division II swimmer.

TECHNICAL SKILLS

Languages	Python, SQL, JavaScript, TypeScript, Bash, HTML/CSS, C#, C/C++, Java
Frontend	React, Next.js, responsive and accessible UI, dashboards, Chart.js
Backend & APIs	Flask, FastAPI, Node.js, REST APIs, WebSockets, OAuth 2.0, authentication and role-based access, background jobs
Data	MySQL, SQLite, SQLAlchemy, DynamoDB, ETL, validation and reconciliation, pandas, NumPy
Cloud & Systems	AWS (EC2, Lambda, API Gateway, DynamoDB, RDS), Linux and Windows administration, Nginx, SSH, Git/GitHub, Docker, Active Directory, backups, change control
Telecom	Call routing and IVR, contact-center platforms (NICE, Mitel), DNIS, call reporting

EXPERIENCE

IT Administrator (Software & Automation) · **National Sales Partners** — Cleveland, OH · Oct 2025 – Present

- Administer production systems across Linux, Windows and AWS: user access and permissions, backups, change control, monitoring, and root-cause troubleshooting of applications, databases, APIs and networks.
- Design, build and maintain an internal full-stack operations platform (Python, Flask, SQL, JavaScript) on AWS with authentication, role-based access, background jobs, activity logging and a third-party REST API integration (TF4). Case study ↗
- Built Auto-Invoice, a full-stack TypeScript invoicing platform (Next.js, Supabase): Google Drive ingest, a declarative pricing-rules engine, re-runnable imports, versioned PDF invoices and separate operator and client portals. Case study ↗
- Develop Python and Bash automation across distributed Linux infrastructure, with monitoring and verification so failures surface quickly and changes stay reversible.
- Engineer on the contact-center migration from Mitel to NICE: routing and IVR configuration, end-to-end validation, integrations, internal Next.js tools and rebuilt operational reporting.
- Build Python and SQL workflows that migrate and reconcile records between business platforms across multi-million-row datasets, preserving identifiers and preventing duplicates.
- Work with operations and finance stakeholders to turn requirements into production features, test plans and documentation.

Technical Project Lead / Cognitive Load Research Intern · **Lockheed Martin** — Remote · Sep 2024 – May 2025

- Led the technical build of CogniSense, a Lockheed Martin–sponsored senior-design system measuring cognitive load from EEG, facial expression and NASA-TLX surveys. Case study ↗
- Built a Python/FastAPI service that reads an 8-channel, 500 Hz EEG stream over Lab Streaming Layer, computes beta/alpha band power (Welch's method) and streams it over WebSockets to a Next.js dashboard.
- Debugged hardware/software timing through logs and repeatable test sessions; wrote documentation and test procedures and supported live trials with frontend and hardware teammates.

Technical Support Intern · **Ankara Informatica** — São Paulo, Brazil · Jun – Aug 2023

- Supported desktops, mobile devices and printers across Windows and Linux; imaged systems, installed software, maintained workstations, documented issues and trained users.

PROJECTS

- **Portfolio site** (React 19, TypeScript, Vite): pre-rendered pages with per-page metadata, light and dark themes, accessible interactive demos, SVG diagrams, Playwright and axe test suite. Case study ↗
- **Market Hunter** (Python): paper-trading research engine with an incremental Parquet data pipeline, cost-aware strategy evaluation and code-level guards against live trading. Case study ↗

EDUCATION & CERTIFICATIONS

Gannon University, Erie, PA · B.S. Computer Science, *Cum Laude* · GPA 3.52 · Dean's List — May 2025

NCAA Division II Swimming: two school records (200 IM, 100 breaststroke); PSAC Swimming Athlete of the Week; multiple Scholar-Athlete awards.

AWS Certified Cloud Practitioner (Aug 2025 – Aug 2028) · **Google Data Analytics Professional Certificate** (May 2025)

Languages: English (fluent), Portuguese (native), Spanish (full professional)