

AERIEL DENMARK

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EDUCATION

SOUTHERN NEW HAMPSHIRE UNIVERSITY

Manchester, NH

Bachelor of Science in Computer Science, with a Concentration in Software Engineering

May 2025

Relevant Coursework: Data Structures and Algorithms, System Analysis and Design, Software Development Lifecycle, Software Testing, Automation, and Quality Assurance, Foundations in Software Development, Programming Languages Applied Statistics for STEM.

SKILLS & Certifications

Programming Languages: Python, Java, C++, Objective-C, Swift, JavaScript, HTML, CSS

Tools and Technologies: Git, Jenkins, Rest APIs, XCTest

Testing: Unit Testing, Automation (Python, XCTest)

CS Fundamentals: Data Structures, Algorithms, Object-Oriented Programming, Scrum

Version Control: Git, GitHub, Git Tower

Collaboration Tools: Confluence, Slack, CRM

Operating Systems: macOS, Windows

Certifications: Cloud Computing Basics (Coursera, September 2024)

WORK EXPERIENCE

APPLE, INC.

Software Tools and Automation Engineer (Project)

Cupertino, CA

June 2022 – November 2022

- **Automation & Data Processing:** Developed a Python/XCTest framework to automate software testing, cutting manual testing time by 50%.
- **Process Optimization:** Designed automation tools, saving 300 developer hours monthly and reducing errors by 25%, decreasing critical deployment failures.
- **Integration Solutions:** Developed Python automation frameworks for internal system efficiency, integrating enterprise applications like Jira and Slack, ensuring seamless operations.
- **Cloud Infrastructure:** Implemented cloud-based automation solutions to streamline processes, improving scalability and reducing system downtime.

Software Engineer (Project)

Cupertino, CA

June 2019 – November 2019

- **API Security & Data Flow:** Implemented security protocols for API logging using Python and Jenkins, reducing vulnerabilities by 40% across 1,000+ API endpoints.
- **Automation:** Automated validation processes, reducing build times by 25% and streamlining workflows in Azure environments.
- **Cloud Security Solutions:** Designed and implemented security protocols for API integrations, improving cloud infrastructure security for third-party application interfaces.

Technical Support Lead

South Windsor, CT

April 2023 - Present

- **Data-Driven Performance:** Leverage data analytics to reduce repair turnaround time by 28.6%, improving team ranking from 33rd to 2nd out of 35 stores, impacting ~2,500 monthly repairs.
- **Technical Reporting & Tools:** Use internal tools and terminal commands to log errors and track software and hardware failures, facilitating targeted technician training.
- **Collaboration & Leadership:** Lead cross-functional collaboration with engineering teams to resolve technical issues, enhancing team efficiency and response times.
- **Terminal Diagnostics & Logging:** Run diagnostic scripts and capture logs from iOS and macOS devices, enabling accurate identification and escalation of issues to engineering teams.
- **Training Development:** Develop training plans for technicians to improve diagnosis and troubleshooting of hardware and software issues.

Interim Technical Support Manager

Farmington, CT
November 2023 – February 2024

- **Team & Leadership Evaluation:** Evaluated team and leadership performance to improve overall technical results.
- **Strategic Planning:** Created plans to enhance hardware repair success and increase software troubleshooting accuracy to over 95%.

Genius

South Windsor, CT
May 2019 – April 2023

- **Technical Problem Solving:** Resolved complex technical issues, maintaining a 95% first-time resolution rate, and reducing service time by 10%.
- **Customer Solutions:** Balanced customer needs with operational goals, ensuring high satisfaction for approximately 500 weekly interactions.

Technical Expert

South Windsor, CT
November 2018 – May 2019

- **Modular Repairs:** Performed modular iPhone repairs with a 93% same-unit repair rate, adhering to high technical standards.

Technical Specialist

South Windsor, CT
March 2017 – November 2018

- **Customer Solutions:** Delivered effective solutions for Apple devices and iOS software, fostering strong customer relationships.