KYLE MAY

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Professional Summary

Results-focused IT Generalist with 6+ years of hands on experience ranging from PC onboarding through maintenance and repair to complex IT infrastructure maintenance and modernization.

Skills

- Tier-3 Technical support for software installation, operation, configuration, and development.
- C++, Java, Python, C#, HTML, JS, CSS, SQL
- Server management and remote configuration of PC's, Laptops
- Needs and Requirements Analysis for Computer Hardware and Software
- Active Directory, SCCM, VMware, Linux, Windows
- Reporting on, managing, and implementing resources across an organization.

Work History

IT Technician II   Nov 2020 - Current

Northrop Grumman | EXcell | Contractor   Melbourne, FL

- Investigated information, network, and communications needs of users, and made recommendations regarding software and hardware purchases.
- Provided specific support to legacy manufacturing and engineering computer systems for the E-2 Hawkeye
- Provided specific support to legacy site security and facilities computer systems.
- Provided software development support for complex installation, performance, operational, and configuration issues across the Melbourne, FL campus.
- Built tools and processes to further team productivity and efficiency.

Field Technician II   Jul 2019 - Current

Charter Communications   Palm Bay. FL, FL

- Worked with teams to install, troubleshoot, and repair systems and applications for over 1200 business and residential customers.
- Provided on-call field support in response to outages, bugs, and system problems.
- Evaluated hardware and software to determine efficiency, reliability and compatibility with existing systems.
- Provided conflict resolution and empathetic care to resolve customer facing issues to increase

first contact resolution rates.

Systems Technician   Sep 2017 - Jul 2019

Accrubit, LLC   Palm Bay, FL

- Developed software for web and applications using Java, C# , C++, SQL, Windows, Linux, React, and AWS.
- Worked with multiple vendors and customer to troubleshoot, install, and maintain systems in a wide variety of business and consumer settings.
- Updated hardware and software platforms by implementing automation and efficiency improvements.
- Performed regular maintenance and testing to service and optimize computer systems, applications and environments.

Assistant Geospatial Chief (MOS 0847)   Jun 2011 - Jun 2015

United States Marine Corps   Camp Pendleton, California

- Evaluated the work of over 12 staff members to ensure that geo-spatial programs are of appropriate quality and that resources are used effectively.
- Planned and administered the acquisition of over $1,000,000 worth of equipment and services.
- Prepared and extensively maintained records and reports, such as geo-spatial data sheets, personnel records, and training manuals.
- Gathered survey and meteorological data in the field using GPS, modeling, and remote sensing methods for over 200 locations over a 2 year period.

Education

Bachelor of Science: **Software Development**   Expected in May 2022

Eastern Florida State College   Cocoa, FL

Associate of Science: **Computer Programming**   May 2020

Eastern Florida State College   Palm Bay, FL

- UCF Veterans Business Incubation Program Graduate 2017, Recipient of Boeing STEM Scholarship 2018, Placed 3rd in the 2019 Intercollegiate Programming Competition

Accomplishments

- Configured, maintained, and administered over 100 virtual machines across a distributed cloud network providing data attestation services with a 99.997% QoS
- Performed target acquisition operations consisting of critical geospatial data production for over 16,000 personnel with 0 errors and incidents over a 2 year period.
- Identified and provided key contributions to the resolution of a 4 -month long computer system failure resulting in over $1,000,000,000 in production value from being shipped.