

KYLE MAY

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Professional Summary

Junior Software Engineer with more than 2+ years of freelance experience in website, application, and infrastructure development looking to apply well developed troubleshooting and problem solving capabilities as an Application Developer for an enterprise level organization.

Skills

- Proficient with Java, C++, C#, HTML, CSS, SQL, and Javascript
- Requirements analysis, design, and implementation of software
- Technical and procedural documentation
- Self-starter
- Software and hardware testing, troubleshooting, maintenance, and installation
- Excellent interpersonal verbal & written communication skills
- 1+ years of project management with strong focus in analytics, reporting, and metrics.

Work History

Junior Software Engineer

Sep 2017 - Current

Accrubit, LLC

Palm Bay, FL

Designed, built, and maintained websites, applications, and technical guides while providing technical support to clients regarding blockchain and other distributed ledger technologies.

- Designed, implemented and monitored web pages and sites for continuous improvement in fast-paced environment.
- Oversaw troubleshooting of technical issues to solve problems within reasonable time frames.
- Used programming capabilities in PHP, SQL, C++, Java, C#, JSON, XML, JavaScript and other libraries as needed.
- Converted mock ups into HTML, CSS, and JavaScript
- Represented Accrubit at meetings with executives and discussed project goals and milestones.
- Led server infrastructure development, quality assurance, staging and production systems.
- Coordinated with systems partners to finalize designs and confirm requirements.
- Ensured network, system and data availability and integrity through preventative maintenance and upgrades.
- Maintained a flexible schedule and responded to after-hours and weekend emergencies in a timely manner.

Support Specialist

Nov 2017 - Jan 2018

Adecco Staffing

Melbourne, FL

Performed Tier 1 support for Fanatics, Inc during peak season with significantly higher than average customer satisfaction and sales rates.

- Investigated and resolved accounting, service and delivery concerns.
- Questions customers and collected information to understand needs and offer solutions quickly.
- Improved sales abilities and product knowledge on continuous basis to provide optimal service and achieve quotas.

Digital Marketing Analyst

Apr 2016 - Jun 2017

The Better Foundation, LLC

Melbourne Beach, FL

Worked directly with the nuts and bolts behind marketing, budgeting, planning, and media buying, from organization of accounts and campaigns to facilitation of strategy, optimizations, and return on investment for multiple brands.

- Developed 2000+ advertising campaigns and ads across Facebook, Google, Bing, and more for awareness, conversion, and customer retention resulting in over \$2,000,000 in revenue at 200% ROAS
- Built and developed attribution modeling using customer experience data from all marketing channels to throttle budgeting and improve return on investment as well as UX/UI for customers.
- Consulted and managed projects outside of general responsibilities such as website development, process and procedure development, data analysis, and customer experience management.
- Designed and managed development of video, graphic, auditory, and written content of varying purposes for web pages, advertisements, social media channels, and customer needs.

Assistant Geospatial Chief

Jan 2012 - Jan 2015

United States Marine Corps

Camp Pendleton, California

Assisted in the delivery of accurate artillery fires as a department head by developing weather and geospatial data for computations, planning and performing survey operations, and managing sensitive materials and equipment.

- Evaluated the work of over 12 staff members to ensure that geospatial 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 support services.
- Prepared and extensively maintained records and reports, such as geospatial data sheets, personnel records, and training manuals.
- Gathered field survey data using Global Positioning System methods in an effort to measure distances and elevations.

Armory Manager

Jan 2013 - Jan 2014

United States Marine Corps

Camp Pendleton, California

Maintained, distributed, and held direct accountability of an armory containing over \$120,000 worth of weapons, ammunition, radios, and various other sensitive materials.

- Conducted and supervised the execution of vehicle checkpoints, armed escort services,

restricted access inspections, and patrols.

- Enforced proper distribution, inspection, and handling of weapons, ammunition, and equipment with 0 losses or deficiencies.
- Coordinated armed escort services for 3 local armories, and accompanied access to restricted materials, ensuring the security of weapons and optics assets for over 5000 personnel.
- Implemented security training drills in outdoor and indoor environments as well as trained subordinates in proper reporting procedures.

Education

Associate of Science: Computer Programming

2019

Eastern Florida State College

Palm Bay, FL

Graduate Winter 2019

- Recipient of Boeing STEM Scholarship 2018
- Awarded 3rd Place in the 2019 Intercollegiate Programming Competition
- UCF Veterans Business Incubation Program Graduate 2017
- 3.8 GPA

Geospatial and Meteorological Operations

2012

Fort Sill School of Artillery

Fort Sill, Oklahoma

Accomplishments

- Configured, maintained, and administered over 100 virtual machines across a distributed cloud network providing data attestation services with a 99.997% QoS
- Completed an Inbound Contact Resolution Contract in peak season for Fanatics, Inc with a 94% customer satisfaction rate and a one contact resolution rate of 87% among all inbound inquiries, significantly reducing call and chat volume for support.
- Implemented target acquisition programs for the DoD consisting of mapping, geospatial, meteorological, and survey control services for over 16,000 personnel with 0 errors and incidents over a 2 year period.