

Kyle Gross

Software Engineer

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Jr. Software Developer who is transitioning careers after working for three years as an HVAC Technician. Considered to be a command line enthusiast and enjoys working in Unix environments, with an affinity for Python development. Self-starter who works well independently and as part of a team in fast-paced environments. Ready to take on new challenges with an organization that can use my skill sets. Values clear communication, collaboration, planning, and delivering timely results. Highly adaptable to changing environments and software.

Education

Holberton School

Diploma of Computer Science and Machine Learning

Tulsa, OK

January 2021 - June 2022

Santa Rosa Junior College

Associate in Science, Natural Sciences

Associate in Arts, Social and Behavioral Sciences

Santa Rosa, CA

Aug 2013 - May 2015 & Fall 2021

Skills

Languages: Python, C Programming Language, HTML/CSS

Frameworks: Flask, SQLAlchemy, Selenium, Pandas, Numpy, TensorFlow, Keras, Pytorch, Scikit-Learn, Unit-Testing, REST

Tools: Git, GitHub, GCP, JSON, VIM, Visual Studio Code, Nginx, Jupyter Notebooks, MS Outlook, MS Word, MS Excel, Conda, Linux

Databases: SQL (MySQL, PostgreSQL), Firebase

Experience

Jackson Family Wines

IT Help Desk Support Technician

Santa Rosa, CA

September 2022 - Present

- Provided daily technical support for business users with operational issues related to email, network connectivity, peripheral equipment, Microsoft Office products, Endpoint security VPN, iPhone/Android MDM, and laptop repair.
 - Quickly learned and adapted to the company's software stack and assisted to reduce a backlog of tickets by 80%.
 - Executed ISTM using SupportWorks, troubleshooting a wide range of technical issues over the phone and via email.
 - Consistently received positive feedback from users for providing clear and effective solutions.
 - Collaborated with cross-functional teams to resolve complex technical issues in a timely manner.
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Projects

HERO Analytics – *Innovative new analytics tool for virtual reality applications used to gain insights into consumer preferences by tracking and analyzing user interactions with objects in a virtual experience.*

- Constructed in collaboration with peers from Holberton School, Tulsa.
- Implemented data pipeline solutions within Google Cloud using Cloud Storage and Firebase.
- Coded with Python using Google Cloud packages and hosted on Google Cloud functions.
- Utilized Google Cloud NLP APIs to perform speech-to-text and sentiment analysis to provide further insights.
- Established data collection and labeling for future iterations of the project which will use supervised learning to train predictive models which further optimizes the product.
- Contributed to website and analytics dashboard creation using React and JavaScript libraries to display the collected data.
- Selected to grow and continue development on the project as part of Builders + Backers summer 2022 cohort.

Discord Bot – *Automated leadership tasks within the Discord client for an online strategy game.*

- Built with Python using Nextcord and Async IO libraries, and deployed on Heroku.
- Created two storage engines: JSON file storage and a PostgreSQL database storage.
- Reads user input, validates permissions, and executes actions tailored to each specific Discord server.
- Notifies users of scheduled events and facilitates time-sensitive exchanges by using asynchronous functions.
- Refactored the entire codebase using Cogs to promote seamless CI/CD as new features are added.

AirBnB Clone – *Replicated a simple version of the AirBnB website.*

- Created in collaboration with multiple peers using Python (Flask/SQLAlchemy), HTML/CSS, and MySQL.
- Established five Nginx web servers: two application servers, a load balancer, a Flask API, and MySQL database.
- Built an interactive console to interface with database objects and perform actions upon them (create, delete, modify).
- Served web content dynamically using JavaScript and AJAX functions which allowed users to filter and search for rentals.
- Designed Flask API to interact with the database and serve content to the website.