

Kyle Beck

Escondido, CA

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EDUCATION

Cal State University San Marcos ,
Bachelor of Science, Software Engineering | California,USA

Expected May 2025

EXPERIENCE

Instructional and Information Technology Services (IITS), Help Desk Floor Coordinator |
(San Marcos, California, USA)

Mar 2024 - Present

- Managed team of 10 student technicians responsible for day-to-day 1 IT support operations.
- Acted as Tier 2 escalation point for Level 1 technicians and escalated Tier 3 issues to appropriate Level 3 staff.
- Managed daily operations of the Student IT Help Desk by logging, triaging, and escalating IT incidents via IT Ticketing tool (HelpSpot), ensuring resolution and high customer satisfaction.
- Supervised student IT staff, providing guidance on troubleshooting techniques, customer service standards, and technical procedures.
- Ensured compliance with IT security policies and institutional guidelines, reinforcing best practices for data protection.
- Responsible for imaging computers for redeployment to new users after employee separations via pxe boot.

Instructional and Information Technology Services (IITS), Help Desk Technician | (San Marcos, California, USA)

Dec 2022 - Feb 2024

- Provided IT support to students, faculty, and staff, addressing Level 2 and Level 3 technical issues.
- Utilized ITSM tools (Helpspot) to document, track, and resolve support requests efficiently.
- Ensured adherence to Service Level Agreements (SLAs) by effectively triaging Level 3 issues and routing them to the correct departments or specialized technicians.
- Delivered remote support using VoIP phone systems (Mitel Agent), and Microsoft Teams.
- Supported account management including password resets, credential troubleshooting, and Multi-Factor Authentication (MFA).

Vons, E-commerce clerk/ cashier | (Escondido, California, USA)

Dec 2020 - Dec 2022

- Gather and process online orders for customers.
- Completing orders before sharp deadlines.

Dr. Bronner's , Information Technology Technician internship | (Vista, California, USA)

Jan 2020 - Mar 2020

- Supported technical troubleshooting efforts that enhanced my understanding of incident management and effective IT support processes.
- Gained hands-on experience with enterprise networking and server equipment, and hardware troubleshooting in a dynamic manufacturing setting.

SKILLS

Experience with - HelpSpot, AWS, GCP, Firewall, virtualization, Unity, Linux, Jira, Agile, C/C++, Java, SQL

PROJECTS

Snapdragon AR/AI Shopping Assistant – SE Capstone with Qualcomm

Sept 2024 - present

- Developing an Augmented Reality (AR) shopping assistant using Qualcomm's Snapdragon Spaces and Unity.
- Implementing on-device YOLO-based AI computer vision for real-time object detection of grocery items via AR glasses.
- Leveraging Google Cloud to host a Generative AI model that provides detailed product insights, including nutrition and allergen information.
- Training AI models to enhance object detection accuracy for specific food items.

Home-lab 10-inch Server Networking and virtualization | , *Personal Project*

Dec 2023 - present

- Utilized Proxmox for Creating and managing Virtual Machines
- Experience with PfSense firewall for home network.

CSUSM Fitness | SE 370 Software Engineering, *CSUSM SE Program*

Jan 2023 - May 2023

- Led a team of three in developing a student attendance management system to Enable CSUSM student sport organizations to analyze attendance.
- Designed and implemented a Java-based front-end and back-end for event attendance tracking, specifically for CSUSM sports clubs.
- Developed an SQL database to store and query real-time user and attendance data.

RELATED COURSE WORK

Courses: Project Management, Computer Networking, Database Management Systems, Web Programming, Programming Languages, Software Architecture, Software Testing, Cloud Computing, Deep Learning.