

Alice Kite

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Proven Leadership | Computer Science | IT Technician

Accomplished and motivated professional with years of experience and education in IT operations, technical assistance, critical thinking, innovative solutions, and multifaceted collaboration in fast-paced environments. Assist in defining vision, developing strategies, and driving continuous improvement. Career track includes contributions to high-performance work cultures with a demonstrated ability to partner throughout all levels of the organization.

Areas of Expertise

Team Collaboration | Project Management | Organizational Effectiveness | Creative Problem Solving | Detail-Oriented | Strategic Planning | Process Improvement | Policy Implementation | Front-End Development | Data Analysis | Machine Learning | Software Troubleshooting | Software Development | Team Leadership | Customer Service |

Experience

ESPORTS ENGINE

Online Admin III | 2021 - Present

- Drove 30+ high profile and visible projects from creation through completion for Twitch, Epic, Nintendo, and Brawl Stars.
- Tracked and maintained all administration, including in-game scores and handling of all support to ensure streamlined operations.
- Provided world class customer and client service in a professional and courteous manner.
- Utilized proven and demonstrated knowledge of the field to maintain consistent communications through Discord, Twitch, and Battlefy chats and support.
- Worked with a talented and diverse team to implement processes and processes as needed.

QubicaAMF Worldwide

Technical Support Technician | November 2023 - June 2024

- Worked in a team taking calls and emails related to scoring and electromechanical issues that bowling centers faced.
- Used Microsoft Sharepoint to open and work on new cases based on calls and emails received.
- Frequently remoted into centers using TeamViewer and UltraVNC to assist with issues.
- Assisted in acquisition and setting up of new equipment within bowling centers across the world.
- Managed Fortinet internet gateways to ensure my team had direct access to centers' network services.
- Directly worked with cybersecurity division in ensuring our team met with Coalfire compliance policies.

Projects

Personal Project | January 2024 - Ongoing

- Used Terraform and AWS to create cloud servers used as an alternative framework for online gaming.
- Created a solution for an online gaming community of 100+ players who were unable to play together previously.
- Learned how to use Terraform from scratch to create all of my resources using only existing documentation.
- Experimented with different instance types and machine images to optimize performance.
- Currently in the process of creating modules to be able to create resources within more than one region for optimal latency between each individual player.
- Made my code publicly available to be used by any community without existing online frameworks for their game.

Education & Credentials

UNIVERSITY OF MISSISSIPPI | August 2017 - May 2021 | Bachelor in Multidisciplinary Studies – Computer Science, Japanese, International Studies

TECHNOLOGY PROFILE | HTML5 | CSS | JavaScript | Java | Linux | MySQL | Git | Python | Rust | AWS | Terraform

CERTIFICATIONS | AWS Cloud Practitioner