KYHL HINES

Software Engineer

About Me

Skilled Software Engineer with 10 years of experience in backend and frontend development, prompt engineering, and chatbot creation. Proficient in Python, JavaScript, JEE, .NET, and jQuery. Experienced in optimizing AI-driven systems, including custom ChatGPT chatbots, with a solid understanding of cloud infrastructures, network administration, IT security, and database management.

📞 +(910)-260-9710

✉️ Kyhl_Hines@Daftitude.com

📍 Birmingham, AL

Programming

- **Languages:** HTML,CSS, JavaScript, Python, SQL, C#, PowerShell, Bash
- **Web Frameworks:** JEE, .NET, jQuery, Node.js, Flask

Expertise

- AI & Chatbot Development: OpenAI API, GPT-based solutions, Prompt Engineering
- Networking & Security: Cisco CCNA, CompTIA CASP, VMware, SIPR/NIPR network administration
- Cloud & DevOps: AWS, Docker, Jenkins, Git, VMware ESXi, vSphere
- Databases: MySQL, Oracle, Postgres, Microsoft SQL Server
- Software Tools: Adobe Creative Suite, SharePoint, Microsoft Office

Work Experience

Network Administrator
Jacobs, United States Army Special Operations Command
November 2022 – November 2024

- Managed and optimized network systems (LAN/WAN), ensuring operational efficiency for military IT environments.
- Deployed, configured, and monitored network devices (Cisco, VMware ESXi, vCenter) to ensure high availability and performance.
- Developed automation scripts in PowerShell and Python to streamline network maintenance and monitoring tasks.

System Administrator
SAIC, United States Army Reserves Command
January 2022 – September 2022

- Administered DHCP, Remote Desktop Servers, and Active Directory, ensuring secure, compliant system configurations.
- Implemented security updates and maintained virtual environments for mission-critical systems.
- Provided technical guidance and prepared detailed network outage reports for senior management.

Senior Desktop Support Analyst
Jacobs, United States Army Special Operations Command
November 2018 – November 2021

- Managed a team to image, configure, and maintain over 2000 systems, ensuring the readiness of desktop and mobile devices.
- Developed custom software deployment scripts to streamline device provisioning across the network.
- Provided Tier 2 technical support, resolving critical issues for VIP users in secure environments.

Education

Bachelor of Science in Software Engineering (In Progress)
Western Governors University
2024 - Current

Certifications

- **Cisco Certified Network Associate (CCNA)** – Expires: December 2024
- **CompTIA Advanced Security Practitioner (CASP)** – Expires: March 2024
- **Certified Ethical Hacker (CEH)** – Expired: July 2021
- **Codecademy JavaScript, Python, HTML & CSS Certification** – Certified: February 2023 – 2024

Skills Summary

Front End & Back End   89%

Network & Security   91%

KYHL
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Software Engineer

CISCO CERTIFIED CCNA

CompTIA CSAP Security Analytics PROFESSIONAL

EC-Council C|EH Certified Ethical Hacker CERTIFIED

More About Me

Beyond my technical career, I am the founder of DaFTitude, a platform dedicated to helping individuals and businesses navigate the digital world with confidence. My work focuses on data security, blockchain ecosystems, AI development, and ethical hacking, blending my passion for technology with a deep commitment to digital resilience.

🌐 Daftitude.com

 Daftitude

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Why Hire Me?

Software engineering is my passion; I excel at solving complex problems and optimizing systems.

My diverse experience spans software development, AI, cybersecurity, and cloud computing, including building AI chatbots and securing systems.

My background as a U.S. Army Network Administrator has instilled discipline and resilience in me. I prioritize efficiency, innovation, and continuous improvement, seeking creative environments to enhance systems.

I'm eager to contribute as a dedicated engineer who enjoys the process of building, automating, and optimizing.

Freelance

Software Developer & Chatbot Engineer (Ongoing)
- Designed and deployed multiple AI-driven chatbots using OpenAI's GPT models for customer support, e-commerce, and information dissemination.
- Engineered custom prompts and workflows to maximize chatbot effectiveness and accuracy in dynamic business environments.
- Integrated chatbot solutions with existing business processes using RESTful APIs, enhancing automation capabilities.

Military Experience

Local Area Network Manager
5-73 Cavalry, 82nd Airborne Division, U.S. Army
November 2018 – September 2021
- Managed network administration and served as head LAN manager, overseeing a brigade-level automations help desk section.

Information Technology System Administrator
1st Special Forces Group (Airborne), U.S. Army
November 2016 – November 2018
- Administered non-tactical/tactical NIPR & SIPR networks and cross-trained as an SDN operator/maintainer.

Paratrooper
U.S. Army
August 2016 – September 2016
- Completed the Basic Airborne Course and earned the Parachutist Badge.

Information Technology Analyst
U.S. Army
March 2016 – August 2016
- Completed 25B Advanced Individual Training (AIT) and served as an IT Analyst.

Enlisted Soldier
U.S. Army
January 2016 – March 2016
- Completed Basic Combat Training, learning military traditions and tactics.

Additional IT Experience

- **Led the administration of NIPR/SIPR networks for military units, enhancing secure communications and data handling.**
- **Developed and maintained technical documentation, user guides, and SOPs for network and system administrators.**
- **Experienced in social media management, including content creation, promotion, and video editing using Adobe tools.**

Other Education

- Basic Leader Course (BLC) (2020) – U.S. Army
- AirBorne School (BAC) (2016)
- Basic Combat Training (BCT) (2016) - U.S. Army
- High School Diploma (2014) – Clay-Chalkville High School, Pinson, Alabama