

# Kyle Parks

Software Engineer

## SUMMARY

Motivated Software Engineer with experience in tech support, IT operations, and full-stack development. Currently pursuing a Bachelor of Science in Computer Science at Arizona State University (Barrett, The Honors College). Passionate about building reliable, meaningful software that blends strong engineering with great user experience.

## EXPERIENCE

### **Barista — Starbucks Coffee Company, Coeur d'Alene, ID | May 2024 – Present**

- Prepare handcrafted beverages while maintaining quality and consistency.
- Deliver friendly and efficient service during high-volume periods.
- Support shift operations including cash handling, safety procedures, and workflow.

### **Managed Service Provider Field Technician — Intermax Networks, Coeur d'Alene, ID | Nov 2023 – June 2024**

- Provided on-site and remote support for hardware, software, and networking issues.
- Collaborated with engineers, vendors, and clients to maintain uptime and reliability.
- Created documentation and contributed to process improvements.

### **IT Help Desk — Northern Quest Casino, Airway Heights, WA | April 2021 – Oct 2023**

- Resolved system and network issues for internal employees with professionalism and speed.
- Logged support requests using ticketing systems to increase operational visibility.
- Supported critical enterprise operations across a large environment.

### **Assistant Install Manager — Yesco, Salt Lake City, UT | March 2017 – Nov 2020**

- Supervised installation teams to ensure safety, quality, and timely project completion.
- Coordinated logistics, scheduling, and materials procurement across multiple job sites.
- Assisted in training and onboarding new installers.

### **Shift Lead — AutoZone, Spokane Valley, WA | July 2016 – March 2017**

- Oversaw daily store operations including cash management and inventory handling.
- Trained team members in customer service and operational procedures.

- Assisted leadership with store workflow and opening/closing tasks.

## **EDUCATION**

### **Bachelor of Science, Computer Science — Barrett, The Honors College**

Arizona State University (Expected Graduation: 2028)

Current GPA: 3.83 | Enrolled through the Starbucks College Achievement Plan.

### **Certificate in Full-Stack Web Development**

University of Washington Coding Bootcamp (Completed July 2023)

Focused on JavaScript, React, Node.js, Express, and database development.

### **Associate Coursework in Computer Science**

North Idaho College (2018 – 2019)

Completed foundational CS and math coursework.

### **High School Diploma**

Fallbrook High School, Fallbrook, CA (2012)