

# Kristopher Gates

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## EDUCATION

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### Bachelor of Science in Computer Science

University of South Florida  
*summa cum laude* (GPA 3.91)

Tampa, FL  
Fall 2017

## SKILLS

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<b>Platforms:</b>	Personal computers, servers (incl. virtualization), smartphones, tablets
<b>Operating Systems:</b>	Windows (incl. domain config. / Active Directory), Linux and Android
<b>Languages:</b>	Web technologies (HTML5 / CSS / JavaScript), C/C++, Java, Python, UML Designs
<b>Libraries/Tools:</b>	Node.js, jQuery, Angular, Docker, VMWare, VirtualBox, IDEs (Visual Studio)
<b>Databases:</b>	Microsoft SQL Server, Oracle, MySQL, SQLite, PostgreSQL & MongoDB
<b>Other:</b>	5 years of business-to-business support experience, including interacting with teams using SAP BusinessObjects and customer relationship management solutions.

## RELEVANT PROJECTS

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### Neural Networks at USF Biorobotics Lab

November 2016 – Fall 2017

- Learned some fundamental principles of neural networks by developing a membrane potential function for simulating neurons in a custom language (Neural Simulation Language) to model biologically inspired behavior. Modelled a Hopfield Network for a basic Optical Character Recognition task (memorizing and recalling letters). Worked as part of a team with a graduate mentor for program credit to help guide me as a beginner in the field.

### Statistical Tracking and Planning

January 2010 - October 2012

- Created monthly reports and visualizations as a part of my help desk employment, tracking the history of laptop replacements for a Fortune 500 company, also used in forecasting to maintain a support contract.

### Expense Report Development (Java based)

April - June 2011

- Participated on a client driven project which developed and deployed an additional module to facilitate the expense reports and approvals of 1,100 salespeople and their managers.

## WORK EXPERIENCE

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### IT Home and Small Business Support, Cheeper Geek

December 2017 - Present

- Under my sole proprietorship (a Schedule C / 1099 business) provided on-call home and small business IT services for a broad range of problem fixes, installations and setup of computer systems.

### Software Developer Intern, Tenex Software Solutions

June 2017 – August 2017

- As a summer intern, made positive contributions to an ASP.NET web forms application and also used the new (at the time) Amazon Connect telephony service to create a customized softphone interface which populated the application with known caller information from a database. As well as front-end JavaScript and C# logic, extended the data views and structures in PostgreSQL to support the new features on AWS hosting.

### IT Help Desk, CGS Inc.

November 2007 - October 2012

- Provided technical support and low-level Active Directory admin for a single client Fortune 500 company, who contracted dedicated staff on a multi-year “time and materials” basis to prove consistently valuable.
- Updated a sales database for that company and played a role in keeping a sales force efficiently informed.
- Involved in interviewing, hiring and training, quality assurance, researching/documenting solutions, authoring and updating knowledge resources to remain informed and swiftly responsive to challenges.