

Kye Felton

Software Engineer



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kyefelton.github.io/resume

Work Experience

Sales Consultant @ Optus

Oct 2020 – Present // Sydney, NSW

- ▶ Work among a team of consultants to deliver individual and team KPIs.
- ▶ Provide personalised, innovative solutions for each customer to discover their hidden needs and increase store sales.
- ▶ Resolve complex customer enquiries and issues involving multiple parties.
- ▶ Develop weekly action plans based on customer interactions to improve store performance and build rapport with customers.

Information Technology Intern @ IBM

Feb 2019 – Mar 2020 // Sydney, NSW

- ▶ Consulted with internal clients within Global Business Services to resolve hardware and software issues.
- ▶ Improved asset management procedures through automation.
- ▶ Prepared and facilitated 50+ personalised inductions for new employees.
- ▶ Created technical documents relating to software procedures for team members to perform standard installations and troubleshooting solutions at their convenience.

Science & Mathematics Tutor @ James An College

Jun 2017 – Mar 2020 // Sydney, NSW

- ▶ Led classes of 4-10 high schools with engaging content on mathematics and natural sciences disciplines.
- ▶ Provided 1-to-1 coaching and mentoring to students to support them with studying and pursuing their aspirations.
- ▶ Developed additional learning materials for students wanting more comprehensive learning.

Achievements

- ▶ Awarded High Distinction for client-focused capstone project.
- ▶ Placed in Top 3 at IBM's Ignite public speaking competition.
- ▶ Elected Vice President of Public Relations for Ettalong Beach Toastmasters Club.
- ▶ Selected for the university's Graduate Edge program in 2019.
- ▶ Volunteer lifeguard at Avoca Beach Surf Life Saving Club from 2009 to 2014.

Skills

Programming Languages

Advanced: Python

Intermediate: Java, JavaScript (ES6), HTML, CSS/Sass, SQL

Novice: R, C, C++

Libraries & Frameworks

Django, ReactJS, Spring, Bootstrap

Tools & Platforms

Git, Jira, MySQL, AWS, Adobe XD, Excel VBA, VS Code, Slack

Education

University of Sydney

2016 – Present // Sydney, NSW

Double bachelor degree in Software Engineering (Honours) and Commerce with Distinction.

Projects

IN FOCUS Symptom Tracker

kyefelton.github.io/resume/infocus

USYD Search Engine

kyefelton.github.io/resume/thesis

Quarantinder

kyefelton.github.io/resume/quarantinder

Azgaar

kyefelton.github.io/resume/azgaar

Speechcraft

kyefelton.github.io/resume/speechcra