

# Kye Felton

## Software Engineer

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🏠 kyefelton.github.io

### 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

Proficient: Python, Java  
Intermediate: 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

Website for tracking CIPN symptoms

#### USYD Search Engine

Semantic search engine for the  
University of Sydney

#### Quarantinder

Online dating website

#### Speechcraft

Speaking course for Toastmasters

For more details, check out my website:  
<https://kyefelton.github.io>