Kye Felton

Software Engineer

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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