

Kyle Allen

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Software Development Engineer | IT Specialist | Automation & Industrial Systems Expert

Detail-oriented and highly adaptable technical professional with 16+ years of hands-on experience troubleshooting complex automated systems, now transitioning into software engineering and IT. Strong foundation in root-cause diagnostics, system integration, and end-user support. Currently earning a B.S. in Software Engineering and holding multiple industry-recognized certifications across IT support, cloud computing, cybersecurity, and data analytics. Experienced with programming (JavaScript, Python), systems analysis, and real-time troubleshooting. Passionate about building scalable solutions, solving systemic problems, and driving performance through technology.

Technical Skills

- Languages & Tools: JavaScript, Python, Node.js, SQL, Git, HTML/CSS
- Systems & Platforms: Windows, Linux, Active Directory, Office 365, AWS, Google Cloud
- Tools & Concepts: Help Desk Support, Troubleshooting, Process Automation, Cybersecurity Fundamentals, Version Control, Ticketing Systems, Networking Basics, Technical Documentation

Certifications

- Coursera Google IT Support Professional – Google Cybersecurity – Google Data Analytics
- AWS Certified Cloud Practitioner (AWS)
- IBM Python for Data Science, AI & Development (Coursera)

Education

Bachelor of Science in Software Engineering: Western Governors University – Expected 2026

Professional Experience

TASUS CORP: Florence, AL

Process Engineer (2024 – May 2025)

- Led training and process improvement initiatives, enhancing system efficiency and team performance.
- Collaborated cross-functionally to troubleshoot complex technical issues and implement long-term solutions.

- Utilized root cause analysis to drive data-informed decisions and continuous improvement.
- Streamlined workflows and optimized operations, contributing to measurable productivity gains.
- Supported cross-team problem-solving efforts with a focus on reliability, scalability, and process automation.

POLARIS: Huntsville, AL

Maintenance Supervisor / Process Engineering Technician (2018 – 2024)

- Diagnosed and resolved critical system issues across PLCs, robotics, and networked equipment—skills directly translatable to IT system support.
- Maintained automation software, configured system updates, and supported cross-functional teams with technical training and issue resolution.
- Led troubleshooting for control systems, applying structured problem-solving aligned with modern IT practices.

PROPER POLYMERS: Pulaski, TN

Process Engineering Technician (2017 – 2018)

- Programmed and maintained high-efficiency automated systems; documented configurations and procedures.
- Supported system commissioning, closely aligned with software deployment and validation workflows.

MAGNETI MARELLI: Pulaski, TN

Senior Process Technician (2015 – 2017)

- Conducted deep diagnostics on industrial systems, utilizing data analysis and root-cause methodologies.
- Collaborated with engineering to fine-tune system parameters and control logic.

NORTH AMERICAN LIGHTING: Muscle Shoals, AL

Process Engineering Technician (2009 – 2015)

- Provided technical leadership for maintenance and process improvement initiatives.
- Supported team-based issue resolution and operator training for technical systems.

Leadership & Soft Skills

System-Level Thinking – Cross Functional Collaboration – Documentation & Communication – Technical Training – Prioritization & Reliability