

# KYLE NYE

Houston, TX | 832-253-3533 | kyle.j.nye@proton.me | [GitHub Profile](#)

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IT Systems Support Specialist with over 5 years troubleshooting Linux platforms, mobile tools, and telemetry systems in autonomous vehicle and robotics environments. I focus on cross-functional collaboration, Python automation, AI-assisted development, and creating clear documentation to keep systems running smoothly. Experienced in supporting high-tech fleets, resolving real-time incidents, and building tools that reduce manual effort.

## TECHNICAL SKILLS & CERTIFICATIONS

**Systems & Tools:** Linux CLI, Jira, Confluence, Google Workspace, Microsoft Office, AV Diagnostics Tools, Bash, Python

**AI/LLM Tools & Development:** Advanced prompt engineering, AI-assisted development (ChatGPT, Claude, Claude Code, Gemini, Google AI Studio), no-code/low-code automation, API integration and prototyping

**IT Operations:** System troubleshooting, internal tooling support, device deployment & management, telemetry diagnostics, real-time incident response, CAN bus testing

**Scripting & Automation:** Python (log parsing, file automation, API integration), Bash scripting, AI-powered workflow automation

**Documentation & Collaboration:** SOP creation, technical writing, knowledge base management, remote team coordination

**Certifications:** Duke University — Large Language Model Operations (LLMOps) | Google Cybersecurity Professional Certificate | Google IT Support Professional Certificate

## PROFESSIONAL EXPERIENCE

### Autopilot Data Analyst

*Tesla — ADAS Data Operations & Systems | Houston, TX | Sept 2025 – Present*

- Collect, analyze, and label Autopilot sensor data to support machine learning and computer vision model training for ADAS systems
- Use Tesla's internal data platforms and Linux CLI tools to validate sensor data integrity and troubleshoot telemetry capture issues
- Leverage AI tools and prompt engineering to accelerate documentation creation, automate data validation scripts, and prototype internal tooling solutions
- Write tagging guidelines and internal SOPs to standardize labeling accuracy across distributed teams
- Collaborate with data engineers and IT support teams to troubleshoot data ingestion pipelines and resolve data quality issues
- Partner cross-functionally with hardware QA and software operations to flag anomalies, escalating issues through Jira and Confluence
- Support continuous improvement initiatives through data quality audits, version control, and documentation updates

### IT Systems Specialist

*Zoox (Amazon) — Autonomous Platforms & User Tools | Las Vegas, NV | Jan 2024 – Sept 2025*

- Provided daily Linux troubleshooting and Tier 1–2 technical support for autonomous vehicle platforms and internal tools
- Debugged system issues using Python scripts, telemetry dashboards, and CLI tools, improving fleet uptime and reducing incident resolution time
- Supported deployment of internal mobile apps used by fleet, UX, and engineering teams, reducing incident turnaround times
- Ran CAN bus tests and device health checks on sensors and telemetry systems, escalating hardware anomalies with clear documentation

- Wrote troubleshooting SOPs and recovery workflows to improve knowledge sharing and streamline IT handoffs
- Collaborated cross-functionally to manage device readiness and validate mobile tool deployments

## Technical Systems Specialist

*Nuro — Robotics Support & Infrastructure | Las Vegas, NV | Sept 2019 – Nov 2023*

- Provided Linux-based hardware/software troubleshooting for AV systems including LiDAR, radar, and onboard computers
- Built Python scripts to automate log analysis and diagnostics, reducing manual effort and cutting incident response time
- Performed firmware updates, device replacement, and real-time failure triage in field environments
- Developed documentation and trained junior technicians on system maintenance and diagnostic procedures
- Improved system uptime and incident resolution across multiple fleets through structured support processes

## TECHNICAL PROJECTS

### [SysAdmin Automation Suite \(GitHub\)](#)

- Maintained an open-source library of Python and Bash utilities for system diagnostics, log parsing, and backup rotation.
- Built Python utilities using Claude API and OpenAI to automate complex log parsing, data extraction, and report generation.
- Prototyped AI-assisted documentation tools to accelerate SOP creation and internal knowledge base updates.
- Developed prompt engineering workflows for troubleshooting automation and technical research.

## EDUCATION

### University of Houston

B.S. in Digital Media – College of Technology (IT & Digital Systems Focus)