Kyle Robinson

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Objective:
Detail-oriented IT professional with a strong background in software development and project management.

Education:
High School Diploma
The Clinton School   Graduation Date: June 2019

Bachelor of Science in Computer Science, Minor in Business Administration
The State University of New York at New Paltz   Graduation Date: December 2024

Technical Skills:
- Programming Languages: Java, Python, C++, HTML, CSS, JavaScript, PHP
- Database Management: SQL, MySQL, Oracle
- Tools and Frameworks: Git, Agile, Scrum, Jira, Hadoop, MS Visual Studio, Eclipse
- Operating Systems: Windows, Linux, macOS
- IT Service Management Systems: TeamDynamix, Zendesk, ServiceNow

Professional Experience:
Software Developer Internship | SUNY New Paltz Help Desk, New Paltz, NY | Jan. 2023 – May 2023
- Designed, developed, and implemented a customized IT ticketing system, enhancing issue resolution efficiency within the organization.
- Collaborated with IT support teams to gather and translate requirements into software specifications, ensuring alignment with the company's unique needs.
- Maintained and updated the IT ticketing system regularly, improving functionality and user experience.
- Conducted systematic testing and debugging to ensure high system reliability and minimize downtime. Provided comprehensive training to staff members, resulting in improved team productivity and faster response times.

Help Desk Internship | SUNY New Paltz Help Desk, New Paltz, NY | Jan. 2023 – May 2023
- Assisted in managing the university's IT ticketing system, delivering user support, and troubleshooting assistance.
- Collaborated with senior IT staff to identify system issues and successfully implemented improvements, resulting in a reduction in incident resolution times.
- Documented system processes by creating a comprehensive user manual and tutorial for internal staff and end-users.

Additional Skills:
- Excellent problem-solving abilities.
- Strong communication and teamwork skills.
- Ability to adapt to new technologies and work in dynamic environments.