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| Kyle Murphy  SOFTWARE ENGINEER IN KANSAS CITY, MO | | | | | |
| **PHONE** 816-898-3096 | **EMAIL** kcmurphy82@gmail.com  **GITHUB** https://github.com/OnyxKodiak | **LINKEDIN** https://www.linkedin.com/in/kyle-murphy-450951181/ | | | | | |
| Being able to find a solution to others problems and fixing them myself is what I enjoy. | | | | | |
| **LANGUAGES**  **• Java**  **• Python**  **• SQL** | **• Progress4GL**  **• HTML5/CSS3** | **Tools**  **• Putty**  **• IntelliJ**  **• Eclipse** | **• Open Edge Architect**  **• Join.me** | **DATABASES**  **• MySQL** | **Other**  **• Satori**  **• Multipub** |
| **WORK EXPERIENCE** | | | | | |

## Senior Software Support Analyst & Trainer, Multipub, Overland Park KS, Oct 2011 – Aug 2018

* Train clients both on-site and remotely on how to use MultiPub: A contact management, subscription tracking, invoicing, renewals, inventory and accounting software/database.
* First point of contact for assisting clients with troubleshooting issues via phone and email.
* Create and follow up on issue tracking tickets, assigning them to programming if unable to correct the issue myself.
* Schedule meetings for client issues and generate issue tracking reports to be discussed.
* Gather information on client needs, create specification documents and provide quotes for custom programming.
* Lead/Assist in conversions/reconversions, balancing financials and data validation.
* Mapping of data from one system to another
* Balancing revenue from the old system or previous version of MultiPub to the new one.
* Ensure that data fields are populated and accurate.
* Assist clients setting up integrations with MultiPub.
* Setup/Troubleshoot Satori (address validation software) for clients.
* Setup payment processor interfaces for PayPal, CyberSource, Authorize.net & Braintree.
* Help clients setup MultiPub ecommerce and troubleshoot issues between systems.
* Write training/procedure documentation, troubleshooting guides and testing scenarios.
* Perform system install tests and bug testing on new version releases.
* Write backend queries in Progress to pull information when not available through frontend means and create reports for client use.
* Modify records within the database using Progress to update values, import new records and export existing records.
* Plan, create and execute content for user conferences.

## Construction Materials Technician, GeoTechnology/Aerotek, Overland Park KS, Aug 2011 – Oct 2011

* Performed observation, quality testing of materials and provide detail reports to project managers.
* Relayed information on contractors testing needs to the office and coordination of that testing.
* Lead Technician on the LaCyne power plan environmental retrofit.

## Construction Materials Technician, GSI/Aerotek, Olathe KS, Sept 2010 – Aug 2011

* Performed observation, quality testing of materials and provide detail reports to project managers.
* Relayed information on contractors testing needs to the office and coordination of that testing.
* Observed placement of fill material and performed field density testing.
* Checked layout and placement of reinforcing steel in footings according to plans.
* Used a digital probe to check bearing capacity of footings.
* Performed the duties of an assistant driller including identification and logging of samples.
* Provided detailed daily reports to project managers of observations and test results.

## Quality Assurance Technician, Paseo Corridor Constructors, Kansas City MO, April 2010 – June 2010

* Performed observation, quality testing of materials and provide detail reports to project managers.
* Relayed information on contractors testing needs to the office and coordination of that testing.
* Responsible for completion of truck logs, entering information into database for records and compression testing.
* Inspected received goods and completed receiving records.

## Laborer, Affinity Homes, Kearny MO, Feb 2010 – April 2010/ Sept 2005 – Dec 2005

* Assisted with construction of single family homes including deck installation and building of retaining walls.
* Performed cleanup during construction and final clean up for sale.

## Construction Materials Technician Level 2, Terracon, Lenexa KS, Feb 2007 – Feb 2010

* Performed observation, quality testing of materials and provide detail reports to project managers.
* Relayed information on contractors testing needs to the office and coordination of that testing.
* Used the Troxler 3430 nuclear density gauge to perform field density testing.
* Read plans to get information of specifications for installation of post installed anchors and dowel placement. Also able to read plans to verify size, type and layout for steel reinforcement.
* Assisted with cataloging of received samples in the lab.

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| **Achievements** |
| * Learned Progress (Programming/Database Language) on my own to allow me to better understand MultiPub and its database structure. * Wrote Progress programs to assist support in more efficiently in troubleshooting issues, correcting data and importing new records. * Successfully migrated over 30 clients to newer versions of MultiPub. |
| **EDUCATION** |
| LaunchCode, LC101 Programming Course — 2018Northwest Missouri State University, B.S. Geology — 2006 |