# KEVIN M. KELLY

Middletown, New Jersey, 07701
732–856–1580
Kevin.M.Kelly@live.com
www.linkedin.com/in/kevin--kelly

## PROFESSIONAL EXPERIENCE:

**IBM**                                                                                       **Poughkeepsie, NY**
*Level 2 Console Support*                                                                              *2016 – 2018*
Provided global client services and personally contribute to the achievement of the organization's goals for client satisfaction, overall responsiveness, HPP, fix-time and backlog index. This was done by debugging customer Java/Assembler/PLX dumps and utilizing Assembler and PLX to re-create and solve customer issues.

- ❖ Assisted in team efforts to solve all customer issues and utilizing each member's skills and knowledge to maximize effectiveness.
- ❖ Led the team when acquiring a new component to support and manage the required accesses needed.
- ❖ Trained team on how to launch support on new components.

*Hardware Verification Engineer*                                                                        *2015 – 2016*
Rigorously test newly developed hardware chips to make sure that it meets specifications and design can recover from any unexpected inputs.

- ❖ Contributed to the development of a Storage and Networking Adaptation and Visualization chip.
- ❖ Assumed ownership of source code in Perl/Java/C++, and committed scripts/code to the repository.
- ❖ Designed and implemented Perl code to automate a manual processes, which resulted in a decrease of system run time.

**Phillips Van Heusen**                                                                        **Bridgewater, NJ**
*IT Database Summer Internship*                                                                         *2012 – 2014*
Assisted in merging two databases. Wrote code to set up a ticketing system for consultants to submit to the help desk.

- ❖ Modified the internal database to allow for the migration of data from an acquired database.
- ❖ Designed flow chart diagrams to describe database code to all users.
- ❖ Streamlined inefficiencies  by creating a front end form in C # which enabled users to submit software issues.

## EDUCATION:

**New Jersey Institute of Technology**                                                              **Newark, NJ**

Major: Computer Engineering                    GPA: 3.8
Minor: Applied Mathematics                     Graduation: May 2015
Albert Dorman's Honors College                 Dean's list

## RELEVANT SKILLS:

- ❖ 2 years in level 2 IBM technical support and 1 year in hardware verification engineering.
- ❖ Strong understanding of programming languages such as Java and C++.
- ❖ Comprehensive understanding of Agile/Scrum techniques.
- ❖ Excellent collaborative teamwork skills (worked with cross-functional team of 5+).
- ❖ Experience with Windows and Linux operating systems, SQL, Python, Perl, and Assembler.

## ACHIEVEMENTS:

(2010) *Award* – Eagle Scout
(2018) *Certificate* – Professional Scrum Master 1 (PSM1 – scrum.org)