

## Kyle Moore

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## SKILLS

- **Technology:** Node.js, Express, REST APIs, JSON, HTML, CSS, Git, Svelte+Kit, JavaScript Frameworks, Docker, Docker Compose, Python, Selenium, Javascript, SQL, Linode cloud deployment and security, Supabase CLI
- **Software:** Microsoft 365 administration, Microsoft 365 migration, Google Workspaces (G Suite), Smartsheet administration, Squarespace, GitHub, Zapier, Microsoft Power Automate, Microsoft PowerApps, Postman API, Supabase, Sharepoint, Azure DevOps, Agile Methodologies

## WORK EXPERIENCE

### Otis Elevators (W2 Contract)

**Jun. 2023 – Present**

*Smartsheet Expert & Data Integrator*

*Atlanta, GA*

- Introduced an effective license policy and support structure, reducing the organizations Smartsheet license cost by 50%
- Developed four data integrations from external systems into Smartsheet via Power Automate
- Automated 10+ customer facing workflows within Smartsheet, reducing correspondence delay and error rates
- Guided the enhancement and support of six business solutions across 85 offices, driving streamlined field work and management operations
- Created and implemented KPI dashboards for streamlined operations, offering real-time insights into key metrics across the NA region and fostering data-driven decision-making
- Orchestrated the successful implementation of Okta SSO with Smartsheet, streamlining access management for 1,500+ users and reducing login issues

### Freelance / DuckWorks Solutions

**Jul. 2022 – Apr. 2023**

*Smartsheet Consultant and Web Developer*

*Atlanta, GA*

- Consulted on Smartsheet implementations to enhance design and effectiveness for two clients
- Unified business processes and workflows with Smartsheet per client specifications
- Migrated three external website systems into Squarespace, saving over \$50 monthly and enhancing user experience
- Utilized Selenium and Python to populate CRM databases with 4,500+ company descriptions and contacts, enriching internal data and expanding the lead pool
- Leveraged MS Power Automate and Sharepoint to store data from four Squarespace forms and generate content for three custom email templates, simplifying future campaign creation
- Investigated IT-related support tickets across three systems, including Smartsheet, Squarespace, and Office 365
- Performed two Office 365 and Exchange migrations from retired tenants to new tenants

### USA Millwork

**Jun. 2020 – Nov. 2021**

*Systems and Process Analyst / Integration Analyst*

*Atlanta, GA*

- Automated printing production paperwork via Smartsheet API and Python, reducing manual work by 50%
- Proposed real-time WIP process and system for Smartsheet ERP, reducing the need for two weekly meetings, enhancing production accuracy, and increasing customer satisfaction
- Integrated connections between four SaaS platforms utilizing MS PowerApps and Power Automate
- Overhauled material management with MS Power Automate and Smartsheet API, cutting manual data entry time by 30%
- Trained employees on Smartsheet processes and best practices across four departments
- Performed data validation and maintenance during early ERP implementations across five manufacturing locations
- Coordinated and implemented innovations, features, and change requests with a team of three
- Investigated and solved internal support tickets for five departments for multiple web applications

## PROJECTS

[Source](#) | [Live Site](#)

- Crouton (Work in Progress)
  - The perfect side-kick for Dungeon Masters who run their digital campaign through Discord
  - [discord.js](#), [Svelte+Kit](#), [Supabase](#), [Javascript/Typescript](#)