Kyle Williams

SUMMARY

Creative, detail-oriented IT professional adept in bringing forth expertise in design, installation, testing and maintenance of software systems. Able to effectively self-manage during independent projects, as well as collaborate as part of a productive team.

WORK EXPERIENCE

Software Engineer at 100devs

June 2022 — Present

- Develop modern and responsive web applications using best practices as a valued member of a collaborative team.
- Contribute to the creation of semantically structured full stack web applications, ensuring high quality standards are met.
- Successfully apply agile methodologies such as SCRUM for efficient project management.
- Demonstrate strong proficiency in version control (git & GitHub) for effective code organization and collaboration.

Lead IT Systems Analyst at CenterPoint Energy | Minneapolis, MN

March 2020 — June 2022

- Developed custom solutions that successfully interfaced with third-party APIs to meet business and regulatory requirements.
- Reduced resolution times by 80%, standardized operational processes, and maintained a knowledge base for efficient issue resolution.
- Led cross-functional teams in resolving system issues, including firewall, network, Windows and Linux servers, MS SQL, Active Directory, Tomcat, Java applications, and SAP.
- Successfully deployed new system functionality and features through leadership and participation in cross-functional teams.
- Collaborated effectively with stakeholders to design, develop, and enhance system functionality.

Director Of Technology, All God's Children Metropolitan Community Church | Minneapolis, MN

March 2018 — Jan 2021

- Upgraded network and voice infrastructure, resulting in increased availability and reliability.
- Adopted a cloud-first strategy to expand technological capabilities and improve efficiency.
- Administered Microsoft Office365 (Exchange online and SharePoint) to facilitate collaboration across teams.
- Reduced costs through vendor negotiations and selecting more cost-effective options.
- Maintained and upgraded servers and end-user computers proactively, ensuring system availability.
- Innovatively resolved issues within a restricted budget and limited resources.

CONTACT

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https://kylewilliams.dev

github.com/elykkyle

linkedin.com/in/kyle-williams4

SKILLS

Linux

AWS

Networking

Docker

JavaScript

Python

SQL

Node.js

MongoDB

Git/GitHub

Certifications

AWS Cloud Practitioner

CompTIA A+

CompTIA Network+

CompTIA Security+

CompTIA Project+

LPI Linux Essentials

ITIL Foundations

EDUCATION

Western Governors University

2020 - 2022

Major: Information Technology

Senior IT Systems Analyst at CenterPoint Energy | Minneapolis, MN

March 2015 — March 2020

- Led cross-functional project to upgrade infrastructure and software, eliminating legacy hardware and improving system performance and reliability.
- Developed custom SQL views for data analytics team, enhancing business reporting capabilities.
- Collaborated with infrastructure teams and vendors to design and implement highly available and fully redundant contact center platform.
- Maintained optimal system uptime by proactively monitoring and addressing issues.

IT Voice Systems Analyst at CenterPoint Energy | Minneapolis, MN

February 2012 — March 2015

- Installed and maintained Cisco VoIP, Cisco UCCE with Calabrio call recording, and Genesys Engage systems, ensuring uninterrupted access to all voice telecommunication systems.
- Resolved telephony issues, proactively monitoring systems to maintain optimal performance.
- Evaluated and installed maintenance releases and security patches, keeping the systems up-to-date and secure.