

Kyle Williams

Software Engineer

SUMMARY

Creative, detail-oriented, software engineer and 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

- Collaborated with a team of developers to build modern and responsive web applications using best practices
- Built semantically structured full stack web applications
- Applied agile methodologies like SCRUM for project management

Lead IT Systems Analyst at CenterPoint Energy | Minneapolis, MN

March 2020 — June 2022

- Deploy new and enhanced system functionality and features by leading and participating in cross-functional teams.
- Collaborate with stake-holders to design, develop, and enhance system functionality.
- Lead and participate in cross-functional teams to resolve system issues, including firewall, network, Windows and Linux server, MS SQL, Active Directory, Tomcat, Java applications, and SAP.
- Develop custom solutions for interfacing with third-party APIs to fulfill business and regulatory requirements.
- Reduce resolution times by up to 80% and standardized operational processes by creating and maintaining a knowledgebase.

Senior IT Systems Analyst at CenterPoint Energy | Minneapolis, MN

March 2015 — March 2020

- Led cross-functional project to upgrade infrastructure and software to eliminate legacy hardware from environment and increase system performance and reliability.
- Enhance business reporting by developing custom SQL views for data analytics team.
- Design highly available and fully redundant contact center platform by collaborating with infrastructure teams and vendors.
- Achieve and exceed system operational uptime by proactively monitoring for and addressing issues.

IT Voice Systems Analyst at CenterPoint Energy | Minneapolis, MN

February 2012 — March 2015

- Install and support Cisco VoIP, Cisco UCCE with Calabrio call recording and Genesys Engage; evaluate and install maintenance releases and security patches
- Troubleshoot and resolve telephony issues.
- Proactively monitor systems to ensure uninterrupted access to all voice telecommunication systems.

CONTACT

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SKILLS

SIP/Telephony

SQL

Linux

Networking

HTML/CSS

JavaScript

Node

MongoDB

Certifications

CompTIA A+

CompTIA Network+

CompTIA Security+

CompTIA Project+

LPI Linux Essentials

AWS Cloud Practitioner

ITIL Foundations

EDUCATION

Western Governors
University

2020 - 2022

Major: Information Technology