

CAREER PROFILE

Dedicated to improving skills through hands-on learning and development work. Supports team administrative, project coordination, design, and programming needs. Adept at using various programming languages to produce clean code. Well-organized and collaborative team player with solid communication and analytical abilities.

TECHNICAL EXPERIENCES

Owner & Developer June 2013 - Present
ReddTech Projects

Implementation, Design and Support of various development stacks. Front-end development and back-end.

Communication & IT Rep October 2019 - November 2019
BSL Media

Worked on implementing a custom email marketing system with Salesforce for both the company and its clients. Also helped with IT duties such as creating new employees on the network with appropriate roles, etc.

Webmaster & SharePoint Admin August 2009 - January 2014
Happy State Bank

Maintained and oversaw the public website for the bank. Responsible for all changes and regulatory requirements. Heavily involved in the internal SharePoint as an administrator. Oversaw the entire farm from a governance and functionality standpoint. Provided employees with services in mobile applications, enterprise portals and various web services. Maintained, managed and reported on the farm web, application, index, query and database servers in accordance with best practices. Used various PowerShell scripts for maintenance and governance of the SharePoint environment.

Selected achievements:

- Developed new public website for bank using HTML5, CSS3, & Javascript.
- Maintained and administered the bank's intranet using SharePoint.
- Right before I left, was working with software developers in moving online banking and mobile apps in-house.

Owner January 2009 - September 2010
The Everyday Web Expert

The Everyday Web Expert was a full service web design company focused on the small to mid-size business community. The mission was to provide professional, high quality communication design services. Endeavored not only to understand the clients business, but also to understand their competitors and customers to determine the most appropriate and efficient solution to make their company more visible and marketable to existing and potential customers.

Webmaster January 2006 - June 2009
Spellmann & Associates

Managed the web department and coded client's websites using HTML, CSS, & Javascript

OTHER EXPERIENCES

Driver June 2019 - Present
Uber & Lyft

Pick up and meet passengers according to requests, appointments, and schedules. Pick up passengers at prearranged locations. Interacted with passengers and provided information about the local area and points of interest, and advice on restaurants.

CAP Team Associate November 2019 - January 2020
Walmart

Duties included unloading products from trucks, sorting products in the backroom, stocking store shelves with products, ensure that store aisles were clean, organized, and presentable. Engaged vendors, drivers, and customers with a positive attitude and helped answer questions.

Internet Marketing Manager July 2018 - May 2019
887 Media


Responsible for developing, implementing and managing marketing campaigns that promote client's products and/or services. Played a major role in enhancing brand awareness within the digital space as well as driving website traffic and acquiring leads/customers. Identified and evaluated new digital technologies and used Web analytics tools to measure site traffic to better optimize marketing campaigns, email marketing, social media and display and search advertising.



Kyle Reddoch

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 Resume PDF

LANGUAGES

English (Native)

INTERESTS

Coding

Family

Apple Tech

Selected achievements:

- Increased client's profit margins and overall visibility on the internet and social media.

SEO/SEM Specialist

April 2016 - June 2018

887 Media

As the SEO Specialist, I bridged communication and knowledge gaps between digital search and other SEO dependent inbound digital marketing disciplines for clients. I also offered strategic direction for SEO & improve rankings, search engine accessibility and engagement for the company's clients. On the opposite side of the spectrum, I worked with other company team members where I provided detailed implementation instructions down to the code and task levels. Occasionally coded websites.

Selected achievements:

- Increased client's visibility on the internet through improved search rankings and engagement.

Workforce Management

November 2015 - April 2016

Sitel

Used workforce management software and call volume history to help manage intra-day staffing levels and to determine the most effective methods for staffing adjustments. Utilized call center tools to observe agents actual state compared to agents scheduled state. Managed real-time inbound call traffic to help ensure that service levels were met. Gained an understanding of the technical and business solutions; optimized schedules, forecasts and other tools and presented them to management. Prepared and maintained reports and monthly impact statements. Drove familiarity with analysis and ensure consistent methodologies are followed to maintain quality support the preparation of ad hoc analysis that enables strong understanding of the business. Provided training on report development to team members and management as needed.

Call Center Representative

November 2014 - November 2015

Sitel

Customer Service Representative for Sitel's Amarillo Call Center. Worked as a Back Office Support Staff for the USAA Campaign. Assisted and provided outstanding service to members via a mixture of outbound/inbound calls pertaining to their Auto Policies.

Marketing Director

February 2014 - October 2014

Tedco Buildings N Things

Managed all incoming and outgoing content in relation to social networking sites - Facebook and Twitter to name few. Continually researched emerging online trends, tracked online demographic information and created compelling information/giveaways and contests to engage followers and fans. Forwarded promotion of the company, community engagement and maintaining fun and informational outlets. Assisted with related promotional duties including marketing, public relations, media relations, proofing and writing copy and assist other.

SKILLS & PROFICIENCY



KEY COMPETENCIES

- Computer programming and coding
- Testing and debugging
- Problem solving and Logical thinking
- Team player
- Quick learner

EDUCATION

BSc in Computer Science

2022 - current


Southern New Hampshire University

Majoring in Computer Science, Minorng in Software Engineering

- Honor Roll (Term 22EW3)
- Honor Roll (Term 22EW4)
- President's List (Winter 2022)

PROJECTS

Below are some of the projects, open source work, and class work that I have worked on.

 **Password Generator** - A simple, yet powerful password generator that can be used to generate passwords for websites, apps, and other applications.


Language(s) Used: Python

 **KyleReddoch.me** - My personal site/blog. Uses Jekyll and Github Pages.

Language(s) Used: HTML/CSS/SCSS/Javascript/Jekyll

 **IP Address Checker** - Simple Python script that will check your IP address.

Language(s) Used: Python

 **Scriptable Scripts** - Collection of scripts I wrote that are used with the Scriptable app on iOS.

Language(s) Used: Javascript

 **IT140-Python** - Collection of work I completed while in my Python class at SNHU.

Language(s) Used: Python

 **IT140-Java** - Collection of work I completed while in my Java class at SNHU.

Language(s) Used: Java
