Kyle Beck
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EDUCATION

California State University San Marcos, *Bachelor of Science in Software Engineering*   Aug 2021 – May 2025

PROFESSIONAL EXPERIENCE

CSUSM Information Technology Services, *Help Desk Floor Coordinator* | San Marcos, CA   Mar 2024 – May 2025
- Lead a team of 20+ student technicians in delivering responsive Tier 1 and Tier 2 IT support across campus.
- Serve as the primary escalation point for unresolved incidents and coordinate handoffs to Tier 3 support teams.
- Oversee help desk operations including ticket triage, SLA monitoring, and resolution tracking using HelpSpot.
- Mentor and train technicians on technical troubleshooting workflows, documentation standards, and customer service protocols.
- Enforce IT security policies and support compliance efforts related to access control and data protection.
- Develop and maintain internal knowledge base articles and standard operating procedures (SOPs) to enhance service consistency.

CSUSM Information Technology Services, *Help Desk Technician* | San Marcos, CA   Dec 2022 – Feb 2024
- Provided front-line support to students, faculty, and staff, resolving 10,000+ tickets related to hardware, software, accounts, and networking.
- Specialized in account support workflows, including password resets, multi-factor authentication (MFA) issues, and user access troubleshooting.
- Maintained service quality by managing ticket queues and ensuring SLA adherence using HelpSpot.
- Collaborated with system administrators and networking teams to escalate complex or persistent issues.
- Delivered support via remote tools including Mitel VoIP and Microsoft Teams.

Vons, *E-commerce Clerk / Cashier* | Escondido, CA   Dec 2020 – Dec 2022
- Fulfilled high-volume online grocery orders while maintaining in-store cashier operations and customer service.

Dr. Bronner's, *IT Technician Intern* | Vista, CA   Jan 2020 – Mar 2020
- Provided hands-on hardware support and diagnostics for desktop and laptop systems in a hybrid office/manufacturing environment.
- Assisted in basic server maintenance, cable management, and network troubleshooting tasks.

SKILLS

Languages & Frameworks: Python, React, C/C++, C#, Java, SQL, JavaScript, HTML, CSS, Next.js, Node.js, LaTeX
Tools & Technologies: Jenkins, Vercel, Unity, TensorFlow, Firebase, Selenium, Wireshark, HelpSpot, Git, Jira
Cloud & Infrastructure: AWS, GCP, Proxmox, pfSense, Linux, Windows

PROJECTS

Snapdragon AR/AI Shopping Assistant – *SE Capstone with Qualcomm*   Sept 2024 – May 2025
- Developed an AR-powered smart shopping assistant using Qualcomm Snapdragon Spaces SDK, Unity, and Lenovo ThinkReality A3 glasses.
- Integrated a quantized YOLOv8 object detection model using Unity Sentis for on-device real-time grocery item recognition.
- Built a Google Cloud-hosted backend utilizing the Gemini API to provide enriched product data, nutrition facts, and allergen warnings.
- Optimized the frame capture and preprocessing pipeline to minimize inference latency for smoother AR UX.
- Implemented error handling routines for detection failures to maintain overlay consistency and user engagement.

Home-lab Server – *Networking and Virtualization | Personal Project*   Dec 2024 – Present
- Designed and deployed a rack-mounted home lab using virtuzalition and firewall platforms.
- Experience with containers/docker
- Implemented NAS services leveraging TrueNAS configured RAID arrays, automated snapshots, and health monitoring.

Personal Portfolio Website – *https://www.kylebeck.dev | Web Development + CI/CD*   Dec 2024 – Present
- Developed a personal portfolio website using Next.js, React, and Tailwind CSS to showcase technical projects and skills.
- Integrated GitHub Actions with Vercel CI/CD for automated deployment on every push to main.
- Built modular project cards and animated components using Framer Motion and Radix UI.
- Implemented server side rendering to allow for performance increases.
- Integrated a dynamic contact form with backend email service to handle user submissions