

Kyle Beck

SAN DIEGO, CA

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EDUCATION

California State University San Marcos, *Bachelor of Science in Software Engineering*)

Aug 2021 – May 2025

- Relevant coursework:
 - Programming Languages, Software Architecture, Software Testing, Cloud Computing, Deep Learning
 - Project Management, Computer Networking, Database Management Systems, Web Programming

EXPERIENCE

Instructional and Information Technology Services (IITS), *Help Desk Floor Coordinator* |

(San Marcos, California, USA)

Mar 2024 – Present

- Supervise a team of 10 student technicians delivering front-line IT support across campus.
- Serve as the Tier 2 escalation point for unresolved technical issues and route Tier 3 problems appropriately.
- Coordinate daily help desk operations, including ticket triage, prioritization, and resolution tracking via HelpSpot.
- Provide hands-on training and mentorship to student staff on troubleshooting practices and service protocols.
- Ensure compliance with IT security policies and institutional best practices for data protection.

Instructional and Information Technology Services (IITS), *Help Desk Technician* | (San

Marcos, California, USA)

Dec 2022 – Feb 2024

- Provided IT support for students, faculty, and staff, resolving hardware, software, and account-related issues.
- Managed incident tickets using HelpSpot, ensuring timely resolution and SLA compliance.
- Collaborated with specialized teams to escalate and resolve Tier 3 issues.
- Delivered remote support via Mitel VoIP and Microsoft Teams for users across the campus.
- Performed account management tasks including credential troubleshooting, password resets, and MFA support.

Vons, *E-commerce Clerk / Cashier* | (Escondido, California, USA)

Dec 2020 – Dec 2022

- Processed and fulfilled online grocery orders while maintaining in-store cashier duties under high-volume conditions.

Dr. Bronner's, *Information Technology Technician Intern* | (Vista, California, USA)

Jan 2020 – Mar 2020

- Assisted with hardware troubleshooting and support for desktop systems in a dynamic manufacturing environment.
- Gained hands-on experience with enterprise networking, server maintenance, and IT incident resolution workflows.

SKILLS

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

PROJECTS

Snapdragon AR/AI Shopping Assistant – *SE Capstone with Qualcomm*

Sept 2024 – Present

- Developing an AR-based smart shopping assistant using Qualcomm Snapdragon Spaces SDK, Unity, and Lenovo ThinkReality A3 glasses.
- Integrated a quantized YOLOv8 object detection model for on-device inference using Unity Sentis for real-time grocery item detection.
- Built a Google Cloud-hosted backend to run a Generative AI model (Gemini API) for nutritional data enrichment and allergen warnings.
- Optimized frame capture, preprocessing, and model input pipeline to reduce latency for mobile inference.
- Designed robust error handling for product recognition failures, improving UX consistency in the AR overlay.

Home-lab 10-inch Server – *Networking and Virtualization* | *Personal Project*

Dec 2023 – Present

- Deployed a compact home lab using a Proxmox-managed HP ProDesk running multiple Linux-based VMs for services like Pi-hole, Jellyfin, and Portainer.
- Configured pfSense firewall (Netgate 1100) with VLANs, NAT rules, and static DHCP mappings to segment IoT and trusted devices.
- Implemented a local DNS and VPN-accessible environment for secure remote network administration.

CSUSM Fitness App – *SE 370 Software Engineering, CSUSM SE Program*

Jan 2023 – May 2023

- Led a 3-member agile team to develop a Java-based event attendance system for student sport clubs.
- Implemented front-end and back-end integration using Java Servlets, JDBC, and JSP.
- Built and normalized a MySQL database schema to manage real-time attendance and user data securely.
- Conducted manual testing and wrote unit tests to validate user flows and edge case behavior.