

KEVIN CIAMPAGLIA

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EDUCATION

University of California, Riverside
MS in Computer Science in progress
University of California, Riverside
BS in Computer Science

Expected graduation date: June, 2020
Riverside, CA
Graduation date: June, 2019
Riverside, CA

SKILLS

Languages Proficient in C++, Python, MATLAB, SQL and Bash.
Programs Unity, MS Office, Final Cut Pro, Adobe Premiere and Adobe Flash.

EXPERIENCE

zyBooks April 2018 - Current
Support Representative *Riverside, CA*

- Responsible for solving bug reports and support tickets for many different online textbooks such as Core Programming Concepts, MATLAB, Python, C++ as well as many other programming language texts.
- Updated existing coding challenges in C++/C/Java books to increase understanding and clarity for students which reduced the occurrence of a common student complaint.
- Analyzed ticket data to find out the most common types of tickets and presented methods to reduce them to heads of the support, sales, engineering and QA teams.

Highlander Newspaper September 2017 - June 2019
Tech Director *Riverside, CA*

- Managed the website: <https://highlandernews.org>
- Responsible for posting ads, creating new pages and website maintenance.
- Acted as a technology advisor to all employees at the Highlander News office.

City of Manhattan Beach July 2017 - December 2017
IT Administrative Intern *Manhattan Beach, CA*

- Responsible for answering calls and providing computer support for city hall and the police and fire departments.
- Wrote a Python script to organize lists of computer IDs which cut time spent on tedious tasks and increased the department's efficiency.

PROJECTS

Unity 3D Arena Survival Game June 2019

- <https://www.youtube.com/watch?v=f8As9Dfj9-U>
- Worked as the scrum master in a team of five to design an original game in 10 weeks split into 3 sprints.
- Organized each sprint by creating a user story for each of our desired features and assigning them to team members.
- Was personally in charge of level design, combat mechanics, sound design, and character animations.

Virtual Reality Unity 3D Game June 2018

- <https://docs.google.com/document/d/1LYWmzs3c0-ySWV8kdU1JxbDEvMN-Hneu25zzy2tdF-A/edit?usp=sharing>
- Worked in a team of five to design a VR archer survival game on the Oculus Rift.
- We utilized Unity to create a realistic world and C# scripts to create an easy-to-use bow and arrow.