

# KEVIN CIAMPAGLIA

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## EDUCATION

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**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

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

## EXPERIENCE

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**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

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**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.