

Kenneth Tiet

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EDUCATION

University of Southern California

Los Angeles, CA

Bachelor of Science in Computer Science

May 2023

- Relevant Coursework: Software Engineering, Data Structures & Algorithms, Computer Systems, Networking

TECHNICAL SKILLS

Languages: Python, C++, JavaScript/TypeScript, Java, SQL, HTML/CSS

Developer Tools: Github, AWS, Visual Studio Code, Postman, Android SDK, MySQL, Google Firebase

EXPERIENCE

Specialist

Oct 2024 – Present

Apple

Glendale, CA

- Contributed to sales by delivering tailored solutions, aligning Apple products with customer needs, and fostering customer loyalty for hundreds of customers weekly, resulting in sales revenue of \$125,000 in one quarter
- Educated customers and delivered engaging product demonstrations, connecting Apple products to individual needs in a friendly and informative way, contributing to a 99% Net Promoter Score and strengthening brand loyalty
- Identified and referred 5–15 business customers per week to the Apple Business team, resulting in top number of business leads in the store for two consecutive quarters and inspiring teammates to discuss business with customers
- Troubleshoot hardware and software issues across iPhone, iPad, Mac, and Apple Watch, resolving problems for an average of 10–20 customers per shift

Software Engineer

Jun 2023 – Jan 2024

USC Haptics Robotics and Virtual Interaction Lab

Los Angeles, CA

- Implemented backend services for an auditing and data transparency web application, using JavaScript, AWS, and Postman, enabling secure file uploads, storage, and retrieval for academic research data
- Led conversion of codebase from JavaScript to TypeScript, improving type safety & reducing runtime errors
- Authored step-by-step user documentation and developer guides, cutting onboarding time for new users
- Co-authored and presented an abstract proposal at the Southern California Robotics Symposium 2023

Robotics Instructor

Feb 2024 – October 2024

Institute of Arts, Music & Science

Bellflower, CA

- Mentored students in LEGO robotics projects that emphasized the intersection of hardware and software to build functional, interactive, and programmable robots
- Led students through testing and refinement, showing how build modifications and coding adjustments impact performance in practical engineering contexts

Software Intern

May 2022 – Aug 2022

RoviSys

Thousand Oaks, CA

- Developed automation tools in Python and Excel VBA that eliminated manual engineering processes, saving 650 hours of work and approximately \$54,600 in costs across projects
- Wrote and maintained comprehensive documentation for newly developed software tools, improving on-boarding efficiency and contributing to increased tool adoption

PROJECTS

Personal Website (kennethtiet.com) | *JavaScript, HTML/CSS, Github Pages, Liquid, Jekyll*

Aug 2024

- Built a personal portfolio website using the open-source Al-Folio Jekyll theme, tailoring layouts, styles, and content organization using Liquid, HTML/CSS, and Markdown
- Deployed the site via GitHub Pages and configured a custom domain (kennethtiet.com) for better visibility

HOBBIES & INTERESTS

Swimming, Cycling, Reading, Fountain Pens