

Kyle Hartson

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EXPERIENCE

Applications Engineer

since Jul. 2023

:root Integrated Systems

Independence, OH

- Designed, configured, and tested network-based AV systems
- Underwent industry-specific AV training in QSYS and Dante
- Worked on-site with clients for project commissioning and service calls
- Consulted weekly with 15-member engineering team to manage project scheduling

IT Service Desk Technician I Temp

May 2023 - Jul. 2023

Flynn Restaurant Group

Independence, OH

- Resolved level I/II software and hardware issues affecting critical infrastructure
- Received certification in 6 restaurant brands under FRG, supporting 2300+ locations
- Managed ServiceNow ticket queue with 2.5 resolve-per-hour pace
- Performed routine documentation and service for ServiceNow knowledge base

Backend Developer Shadow

Jan. 2022 - May 2022

Findaway Voices

Solon, OH

- Learned Voices backend infrastructure written in Django/Python
- Worked API tickets including code migration and endpoint refactoring
- Attended scrum planning events to learn the software development cycle

PROJECT HIGHLIGHTS

Codebase | *Rails, React, Redux, Axios*

- Full-stack React application supported by a RESTful Rails API and Postgres database
- Implemented client-side debouncing and database fuzzy string searching
- Supported global state management with Redux and an Axios API wrapper

Reviewr | *Rails, React, React-Router*

- Full-stack React/Rails web application
- Implemented 6 backend models, including a many-to-many joins table with submittable attributes
- Project fully deployed on Render, supported by a remote PostgreSQL12 database

Discord Chat Bot | *Python, discord.py, markovify*

- Implemented an HMM text generation feature trained on CSV chat logs
- Hosted in real-time on Amazon EC2 instance, servicing 30+ concurrent users

EDUCATION

Tufts University

Medford, MA

Bachelor of Arts in Chinese

Sep. 2017 - August 2021

Flatiron School

Remote

Software Engineering Immersive Bootcamp

Sep. 2021 - Jan 2023

TECHNICAL SKILLS

Languages: Ruby, JavaScript, HTML/CSS, C++, Python, SQLite, PostgreSQL, JSON

Developer Tools: Linux, Git, Amazon EC2, Docker, Byebug, Python VENV

Frameworks: React, Rails, Sinatra, Bootstrap, Tailwind, Semantic UI

Libraries: Redux/React-Redux, discord.py, markovify, React-Router, pg_search, Pagy

ITIL: Active Directory, ServiceNow, TeamViewer, DameWare, NetStats, SAP, Cisco Meraki

Foreign Languages: Chinese (Business Proficiency)

COURSEWORK

Computer Science: Introduction to Computer Science, Data Structures & Algorithms

Foreign Language: All Advanced Chinese Language courses, Business Chinese