Kyle Jardine

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Technical Skills

Languages & Frameworks: JavaScript, TypeScript, React, HTML5, CSS3, Python, SQL
Tools & Platforms: Git, GitHub, Bitbucket, Jira, Trello, Linux
Other: 1000+ Hours in Godot Engine (GDScript), Agile Development

Experience

Ciocca Automotive, Subaru of Philadelphia   **Sept 2024 - Present**
Lot Attendant   Philadelphia, PA
- Maintain attention to detail and organization across large, complex inventory of **250** vehicles
- Coordinate with sales and service teams to ensure timely vehicle deliveries and lot logistics

Security Metrics   **Oct 2022 - Apr 2023**
Software Development Intern   Orem, UT
- Developed and maintained unit and integration tests in **Python**, achieving **100%** test coverage for backend modules
- **Debugged** network scanning logic by setting up local test environments, resolving false positives and improving scanner reliability
- Refactored backend scanning modules to improve maintainability, scalability, and performance
- Collaborated closely with senior developers in an Agile team setting, participating in daily standups and iterative development cycles
- Used **Bitbucket**, **Jira**, and **Linux-based environments** to manage code, track issues, and contribute to projects

Driven Technologies   **Nov 2021- July 2022**
Information Technology Support Engineer   Remote
- Supported clients and vendors as part of the Network Operations Center (NOC) team, managing over **20** support tickets daily with a **99% resolution rate**
- Provided remote support for external vendors, ensuring secure access and proper system usage monitoring
- Coordinated access permissions and logged vendor activities to uphold system integrity and compliance with security protocols
- Administered user licenses and system permissions during onboarding and offboarding processes
- Participated in rotational on-call shifts, resolving time-sensitive issues independently under minimal supervision

Emmersion   **Dec 2019 - Oct 2021**
Technical Support Representative   Lehi, UT
- Served as the first line of support for end-users and administrators of Emmersion's AI-driven language assessment platform
- Diagnosed and escalated critical production issues, including a widespread audio bug affecting test scoring; collaborated with engineering to resolve the issue and reprocess user assessments via API
- Authored and maintained a complete support knowledge base using Freshdesk, enabling self-service for admins and test-takers and reducing support call volume
- Worked cross-functionally with Client Success and Engineering to improve product usability and prioritize bug fixes
- Participated in daily standups and mob programming sessions, gaining hands-on experience with agile dev workflows and collaborative coding

Education

Bachelor's Degree in Software Development, Western Governors University

Licenses & Certifications

CompTIA A+   Sep 2020 – Exp Sep 2023
CompTIA Project+   Aug 2021
MTA: Software Development Fundamentals