

R. KYLE JARDINE

<https://www.linkedin.com/in/r-kyle-jardine/> • 385.483.8665 • kjardine00@gmail.com

SOFTWARE DEVELOPER, IT SUPPORT, SOFTWARE ENGINEER

Highly dedicated and focused Junior Developer with a background in customer success, customer service and tech support. I am eager to contribute to team success through hard work, attention to detail and excellent organizational skills. I am motivated to learn and grow in my abilities to be one of the best in my field. I am always looking for ways to improve my craft and expand my abilities.

- SQL Server Experience
- HTML & CSS
- Team Building & Leadership
- Client Success & Customer Relationships
- Professional Dutch Speaker
- C#
- Motivated Self-Starter
- Process Improvement
- Managing & Tracking KPIs
- Python

Professional Work History

Software Development Intern

(Oct 2022 – Apr 2023)

Security Metrics – Orem, UT

- Learned Python and GO to a moderate level
- Used Jira to write and complete tickets for work to be completed
- Updated code to meet linting standards for multiple repositories
- Created Unit tests to achieve 100% test coverage for 2 major repositories

Information Technology Support Engineer

(Nov 2021 – July 2022)

Driven Technologies – Norcross, GA

- Responded to more than 20+ client support requests a day with a 99% positive resolution rate over a six-month period
- With remote access software I would access end-user workstations troubleshoot issues and fix problems while the client was on the phone
- Provided on-call, after hours and urgent services on a rotational basis with my team to satisfy client requests. Taking 3-5 calls per rotation, resolving all issues by myself
- Responsible for adding/removing and managing user licenses as needed for new and terminated employees

Technical Support Representative

(Dec 2019 – Oct 2021)

Emmersion – Lehi, UT

- Managed over 100+ inbound support emails and calls a week addressing any and all problems.
- Wrote and maintained Emmersion's support website (support.emmersion.ai) for end users
- Responsible for writing all of the FAQs, support topics, and over 50 "How To" articles, to help both clients and staff use the software
- Proficient in support ticket software (Freshdesk) for ticketing and measuring volume and response time. Managed over 20 support tickets a day
- Lived Emmersion's core values T.E.S.T (Team Player, Entrepreneur, Solutioneer, Truth, Seeker)
- Translated complex technical issues into digestible language for non-technical users
- Began working with the software developer teams on small projects to develop my skills as a programmer.

European Marketing Coordinator

(Mar 2019 – Dec 2019)

DoTERRA – Pleasant Grove, UT

- Managed a promotion production calendar for doTERRA's European, Russian and Israel market
- Provided historical analysis and comparison of over 100 previous successful promotions to determine best practices

- Worked with cross functional teams to determine the best promotion protocols and procedures
- Scheduled and led team meetings to ensure all stakeholders were ready for each promotional launch in each sub-market
- Ensured that all KPI's were met and each product launch would increase revenue as predicted

European Member Services Team Lead

(Aug 2018 – Mar 2019)

DoTERRA – Pleasant Grove, UT

- Led and managed a team of over 20 team members in providing customer service to all of the Europe and East Asian markets
- Exceeded all customer service metrics ensuring all interactions resulted in a win-win resolution
- Monitored team member calls and emails for quality and coaching opportunities to deliver the best customer experience possible

European Member Services - Senior Agent

(Jan 2018 – Jul 2018)

DoTERRA – Pleasant Grove, UT

- Was the lead Dutch speaking customer service agent on the Dutch speaking customer service team
- Handled all European calls and email escalations to ensure members were left satisfied
- Provided outside the box and creative solutions to member concerns within dōTERRA's protocols

Member Services Representative – Dutch Speaking

(Feb 2017 – Jan 2018)

DoTERRA – Pleasant Grove, UT

- Dutch customer service expert, managed and resolved over 30 calls and 60 emails daily
- Provided excellent customer service and ensured positive resolutions to all customer concerns
- Handled all Dutch Member returns and refunds
- Created up sell opportunities to inform members about promotions and new products

Education & Credentials

Bachelor of Science, Software Development,

Western Governors University, Salt Lake City, UT

Graduated 2022

Associate of Science, General Education,

Utah Valley University, Orem, UT

Graduated 2019

Licenses & Certifications:

CompTIA A+ Certification

Sep 2022

CompTIA Project+ Certification

Sep 2022

MTA: Software Development Fundamentals

Jan 2020