

# Kieran Gregg

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## EDUCATION

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### University of San Francisco

December 2021

*B.S. Computer Science*

*San Francisco, CA*

- Coursework: Systems Programming (C), Operating Systems (C), Computer Architecture (C/ARMv7), Data Structures and Algorithms (Java), Software Development (Java), Machine Learning (Python)

## WORK EXPERIENCE

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### AccesSOS

September 2021 – Present

*Software Engineer Intern*

*San Francisco, CA | Remote*

- Developing accessible text to 911 Android application using React Native. Migrating work-in-progress iOS app to Android.

### University of San Francisco ITS

January 2019 – Present

*Help Desk Technician - Lead II*

*San Francisco, CA*

- Led and trained a team of 30+ help desk technicians to provide hardware and software technical support to students, faculty, and staff over the phone, via email, live chat, and on site.
- Created filters and sorting processes to reduce average client wait and improve resolution time.
- Wrote and reviewed knowledge base articles and ServiceNow templates. Developed automation software for ticket creation and client follow ups.

### Northrop Grumman Corporation

January 2018 – May 2018

*Software Engineer Intern*

*San Diego, CA*

- Developed a time-saving network configuration tool designed to debug network connections between autonomous aircraft and ground control stations allowing for improved workflow efficiency for network engineers in the field and in lab simulations.

## PROJECTS

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### Search Engine

May 2021

- Developed a multi-threaded web-crawler, file parser, and search engine with in-memory inverted index in Java.

### Vaccine Notification Bot

March 2021

- Fetched vaccine availability from local pharmacy databases, analyzed regularly on local server. Implemented Twilio SMS and JavaMail APIs for text and email notifications when appointments were available in user selected target cities or zip codes.

### Custom Unix Command Line Shell

October 2020

- Built a custom Unix shell in C, similar in operation to bash/zsh, with new features and visual improvements.

### iOS App Development

July 2017 - Present

- Shipped iOS (Swift) applications annually for the *FIRST Robotics* community with 15,000+ downloads globally.
- Designed and created utilities for *FIRST* teams to score competition and practice matches in real time.

### Syndicate FTC Robotics

August 2016 – April 2018

- Co-Founded and led a private *FIRST* Tech Challenge team to consecutive regional championship titles.
- Competed in two West Championships and one World Championship, ranked top 10 internationally.
- Led hardware design, fabrication, drive team, and autonomous software development in Java.

### FTC Robotics Simulator

August 2015 – April 2017

- Developed a virtual simulation of the annual FTC competition with Unity/JS/C#
- Enabled drive team to interact with a virtual robot and game elements to emulate a real-world match environment and demoed our simulation at events to spectators.
- Optimized for low-end mobile hardware, allowing consistency across mobile, desktop, and supported virtual reality platforms.

## SKILLS & TECHNOLOGIES

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- **Programming/App Development:** XCode, Swift, iOS, Java, C, Unity, Git
- **Professional Skills:** CAD, Adobe Creative Suite, ServiceNow, Home Networking & Smart Home Automation