

Kyle Pierson

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Objective

To apply my knack for absorbing information, educating others, and creative problem solving into a Software Development environment that allows me to collaborate, innovate, and grow as a person.

Technical Skills

Database Programming

E/R Diagrams - Table Design/Creation - ADO.NET
SQL Queries & DML - Entity Framework - MS SQL

Web App Development

HTML - CSS - JavaScript
ASP.NET MVC - IIS Express

Development Tools & Techniques

Unit Testing (MS Test) - TDD
Git Command Line - Visual Studio

Experience

NeoFill, Hartville - IT Help Desk

September 2015 - May 2016

- Set Up Employee Computer Workstations, imported user preferences, added to Domain
- Acted as first point of contact for all technical issues including outages, system failures, computer repair, and Smart Thermostat installation
- Migrated users and Company Storage to Office 365 environment
- Oversaw infrastructure of seven offices and acted as support for help-desk technicians and IT Department.

Romeo's Pizza, Hartville - Shift leader/Driver

March 2014 - May 2016

- Conferred with customers by telephone or in person to provide information about products and services, to take or enter orders, cancel accounts, or to obtain details of complaints.
- Operated Point of Sale, Maps, and Order Software
- Quickly grasped all areas of the business and became a go-to when problems occurred.

H&R Block, Hartville - Tax Professional

December 2011 - April 2014

- Conferred with customers to provide information about products and services, to take or enter orders, cancel accounts, or to obtain details of complaints.
- Keep records of customer interactions and transactions, details of inquiries, complaints, and comments, as well as actions taken.
- Applied knowledge and exceptional research skills to ensure customers receive best experience possible, using the Income Tax Software, Point of sale, and Appointment manager

Education

Tech Elevator, Cleveland - .Net Track

May 2016 - August 2016

Participated in 14-week .NET coding bootcamp learning how to develop dynamic web based software systems using the .NET programming language and platform including:

- C# Language Fundamentals: variables, data types, loops, conditional statements, exception handling, collections framework, I/O
- Object Oriented Programming: classes and objects, interfaces, access modifiers, packages, the Java classpath, class modeling, encapsulation, inheritance, polymorphism, and UML class diagrams
- Web Application Development, Database Programming, Development tools and techniques