

KYLE MAY

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Summary

Certified IT professional experienced with a customer advocacy and startups looking to fill a networking, support, hardware, development, or systems administration role in an enterprise environment.

Core Competencies

- CompTIA A+ Certified
- Active Secret Clearance
- Excellent Customer Advocate
- Meticulous Attention to Detail
- Experienced with Ticket Software and Logs
- Familiar with System Hardware and Installation
- Proficient with Microsoft Software
- Process Oriented Work Ethic

Accomplishments

- Configured, maintained, and administered over 100 virtual machines across a distributed cloud network providing data attestation services with a 99.997% QoS
- Completed an Inbound Contact Resolution Contract in peak season for Fanatics, Inc with a 94% customer satisfaction rate and a one contact resolution rate of 87% among all inbound inquiries, significantly reducing call and chat volume for support.
- Implemented target acquisition programs for the DoD consisting of mapping, geospatial, meteorological, and survey control services for over 16,000 personnel with 0 errors and incidents over a 2 year period.

Web Presence

- <https://www.accrubit.com/>
- <https://www.linkedin.com/in/kylelmay/>

Work Experience

Digital Marketing Analyst The Better Foundation, LLC

04/2016 to 06/2017
Melbourne Beach, FL

I worked directly with the nuts and bolts behind marketing budgeting, planning, and media buying, from the organization of accounts and campaigns to the facilitation of strategy, optimizations, and return on investment for multiple brands.

- Streamlined and developed team processes for advertising initiatives, troubleshooting eCommerce channels, and funnel development.
- Developed yearly, quarterly, and weekly marketing plans for multiple brands with C-level executives to ensure goals, milestones, and immediate needs were met with confidence and efficiency.
- Developed thousands of campaigns and ads across Facebook, Google, Bing, and more for awareness, conversion, and customer retention.
- Built and developed attribution modeling using customer experience data from all marketing channels to throttle budgeting and improve return on investment as well as UX/UI for customers.
- Consulted and managed projects outside of general responsibilities such as website development, process and procedure development, data analysis, and customer experience management.
- Designed and managed the development of video, graphic, auditory, and written content of varying purposes for web pages, advertisements, social media channels, and customer needs.

Armory Manager
United States Marine Corps

09/2013 to 11/2014
Camp Pendleton, California

Maintained, distributed, and held direct accountability of an armory containing over \$120,000 worth of weapons, ammunition, radios, and various other sensitive materials.

- Conducted and supervised the execution of vehicle checkpoints, armed escort services, restricted access inspections, and patrols along a mile long compound.
- Enforced proper distribution, inspection, and handling of weapons, ammunition, and equipment with 0 losses or deficiencies.
- Completed all administrative tasks with efficiency, some of which including weapons and handling procedures, transfers of custody, rotations of ammunition, and generating restricted access rosters.
- Coordinated armed escort services for 3 local armories, and accompanied access to restricted materials, indirectly ensuring the security of the entire weapons and optics assets for over 5000 personnel.
- Maintained accurate, coherent log books of all incoming and outgoing equipment and personnel, as well as all security assessments.
- Conducted security training drills in outdoor and indoor environments as well as trained subordinates in proper reporting procedures for various scenarios.

Assistant Geospatial Chief
United States Marine Corps

08/2012 to 04/2015
Camp Pendleton, California

Assisted in the delivery of accurate artillery fires as a department head by developing weather and geospatial data for computations, planning and performing survey operations, and managing sensitive materials and equipment.

- Evaluated the work of over 12 staff members to ensure that geospatial programs are of appropriate quality and that resources are used effectively.
- Provided direct service and support to individuals or clients, such as handling a referral for custom map production, conducting a needs evaluation, or resolving complaints.
- Established and maintained relationships with other agencies and organizations in the unit to meet mission needs and to ensure that services are not redundant.
- Established and acted as an overseer for administrative procedures in order to meet objectives set by senior management.
- Planned and administered the acquisition of over \$1,000,000 worth of equipment and support services.
- Prepared and extensively maintained records and reports, such as geospatial data sheets, personnel records, and training manuals.

Education

Bachelor of Science: Information Technology, DBA, Cybersecurity
Eastern Florida State College

2019
Palm Bay, FL, United States

Geospatial and Meteorological Operations
Fort Sill School of Artillery

2012
Fort Sill, Oklahoma, United States