

# Kyle Nelson-Purcell

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*13-year sales and customer service specialist with experience in leadership, corporate technological systems, and programming languages. Received a B.S. in Movement Science from the University of Michigan. Seeking to transition to an intellectually demanding career that will build upon my coding knowledge and further develop my ability to serve clients through the creation of interesting and technically impressive web spaces.*

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## Professional Experience

### **Delta Air Lines (June 2015-October 2022)**

- Attained mastery of a variety of company applications through a mix peer-to-peer learning and self study, including Delta's internal command line interface DLTerm.
- Actively pursued optional training courses I believed would improve my ability to help my teams and the operation at large.
- Served as the central communication hub for the operation, connecting agents above wing, below wing, flight crews, and tower personnel, as well as relaying important service needs and updates to management.
- Analyzed staffing and aircraft requirements, making real-time adjustments to best suit operational needs, including filling other job roles when needs outside the operations room outweighed those inside it.
- Personally oversaw the performance of corporate and EPA mandated environmental standards, audits, and paperwork, as well as the maintenance of FAA mandated inspections and records.
- Participated in various committees to improve workplace conditions, operational safety practices, and to plan and host events to benefit employees and build a cohesive team-based environment among peers.
- Delivered industry-leading customer service with a smile, providing accurate and timely communication for passengers, as well as going out of my way to ensure each person was handled with the utmost care and had as pleasant a travel experience as I could offer.

### **Pro Media Marketing (September 2009-Present)**

- Familiarized myself with technical specs and benefits of product catalogs and inventories to offer expertise and advice to customers.
- Assumed responsibilities of running office operations during absences of company owner/CEO.
- Travelled to product dealers, customer locations, and trade shows to make sales and interface with clients.

## Education

- **University of Michigan, Ann Arbor, MI**

*Bachelor of Science, Movement Science, 2014*

- **Code Academy and MDN courses**

*Completed courses on HTML5, CSS3, Javascript*

## Skills

- HTML5, CSS3, Bootstrap, Javascript, jQuery, ReactJS
- Github
- C++
- Microsoft, Apple, and Google Office Suite
- Spanish, Japanese