

# Kyle Mettling

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## SUMMARY

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Focused, passionate and astute software engineer with outstanding interpersonal skills. Holding a decade of customer service experience and a showcase of software development prowess; a combination providing full spectrum solutions and a skill set considerate of emerging technologies and trends.

## SKILLS

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JavaScript ES6 | React | Node | HTML | CSS | MongoDB | OOP | JSON | Web Accessibility | TDD

## EXPERIENCE

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### Music Matters

Companion app for musicians to create & organize chord progressions. Outside data influences a suggested scale of chord cards to drag and drop into chordbook sections. Change keys, chord qualities/types, reorder on the fly. Utilizes React, Spotify Web API & react-beautiful-dnd.

### Baseball Pitch Guesser

Select from an array of live baseball games with which to guess the next pitch's location in the batter's zone. Accepts data from an API on a pitch-by-pitch basis displaying where the user's selection matches up with the live game's play. Utilizes HTML, CSS, JavaScript (Node/Express), Google OAuth & MongoDB.

### Software Engineer

Oct. 2020 – July 2021

100devs | Los Angeles, CA

- Collaborated with teams of developers to build modern and responsive web applications using best practices
- Built semantically structured and accessibility-minded full stack web applications
- Applied agile methodologies like SCRUM for project management
- Published and maintained multiple code repositories with detailed, structured overview

### Help Desk Specialist

Jul. 2019 - Present

The Ken Blanchard Companies | Escondido, CA

- Configured and maintained desktop, laptop and mobile device deployments for domain users on-prem and remote
- Resolved hardware, software and networking conflicts while supplying industry best practices and follow up to end users
- Provisioned and managed user application access, configuration and connectivity
- Configured endpoint VPN connections for users and implements network drive mapping scripts
- Supported 350+ users through email, phone, in-person and remote access tools

#### Key Accomplishments:

- Identified and remedied 8-month running domain-wide bug preventing user systems from booting as intended
- 2019 Rookie of the Year Finalist – award for best work by a new staff member
- Reduced end user system deployment time by 93% through use of SSDs and effective image management
- Successfully presented and conveyed to superiors the value of remote access tool to replace current solution resulting in increased feature set and breadth of remote-accessible operating systems

### Shift Supervisor

Aug. 2012 – Jun. 2019

Starbucks Coffee Company | Solana Beach, CA

- Anticipated needs for 650+ daily customers, delegated tasks and led 17 partners to 1<sup>st</sup> in district for Customer Connections/Store Operations metric (Q1 2019)
- 3-time Partner of the Quarter – performance award for significant and measurable contributions.

## CERTIFICATIONS

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Cisco CCNA R&S

Jan. 2020

CompTIA A+ ce

Feb. 2019