# Kyle Mettling

(760) 815-6388 • kylemettling.com • kylemettling@gmail.com • github.com/kylemettling
linkedin.com/in/kylemettling • @kylemettlingdev

## SUMMARY

Focused, passionate and astute software engineer with outstanding interpersonal skills. Holding a decade of customer service experience and a showcase of software development prowess, this combination cements to provide full spectrum solutions and a viewpoint that considers apparent and "outside the box" angles.

## SKILLS

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

## EXPERIENCE

**Software Engineer**                                                                                          Oct. 2020 - Present
100devs | Los Angeles, CA
- Collaborated with a team 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

Recent Projects:

Baseball Pitch Guesser (Full Stack Web App) – Provides users an array of live baseball games upon which to guess the next pitch's location in the strike zone. Ingests data from an API on a pitch-by-pitch basis displaying to the user where their selection matches up with the live game's play. Utilizes HTML, CSS, JavaScript (Node, Express), Google OAuth. Also MongoDB for storing game-day data, user information and active sessions.

TheNunGram (Full Stack social media site) – allows users to post to their profile, upvote posts, and browse all submitted favorite moments. Made with HTML, CSS, JavaScript (Node, Express), Google OAuth and MongoDB.

**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 to and led 17 partners to 1$^{st}$ in district for Customer Connections/Store Operations metric (Q1 2019). 3-time Partner of the Quarter – performance award for significant and measurable contributions.

## CERTIFICATIONS

Cisco CCNA R&S                                                                                                  Jan. 2020

CompTIA A+ ce                                                                                                   Feb. 2019