

Kyle Mettling

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SUMMARY

Focused, passionate and astute software engineer with proven interpersonal poise, holding a decade of customer service experience and a showcase of software development prowess, providing full spectrum solutions through an expanding skill set considerate of emerging technologies and trends.

SKILLS

JavaScript ES6 | ReactJS | Node | HTML | CSS | MongoDB | OOP | JSON | Git | NPM | Web Accessibility | TDD

EXPERIENCE

Music Matters

Companion app for musicians to create & customize chord progressions of searched songs. Ingress data influences the suggested scale of chord cards to drag and drop into track sections. Change key signatures, chord qualities/types, reorder cards on the fly. Utilizes ReactJS, Spotify Web API & react-beautiful-dnd

Baseball Pitch Guesser

Select from an array of live baseball games with which to guess the next pitch location in the batter's zone. Engages with RESTful API endpoints on pitch-by-pitch basis returning the guess result and relevant team/player information to the user experience. Utilizes JavaScript (Node/Express), HTML/CSS, EJS, 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 local 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 communication

Key Accomplishments:

- 2019 Rookie of the Year Finalist – award for best work by a new staff member
- Reduced system deployment time by 93% through use of SSDs and effective image management
- Identified and remedied 8-month running domain-wide bug preventing some user systems from booting as intended
- Led initiative for replacement solution of remote access software resulting in modernized feature set and device coverage

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 1st 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