

Miles King

Software Developer

Houston, TX

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Skills

Languages/Frameworks	HTML5, CSS3, JavaScript, React, Node, Bootstrap, JQuery
Others	Engineering calculations, Mathematics, Chemistry, Video Editing, Problem Solving

Summary

Tactical, ambitious developer with a background in Chemical Engineering. Strong verbal and written communication skills, with a problem-solving nature. Lifelong student with a passion for software development. Chess player, puzzle lover, tactical wizard.

Projects

Custom, Modular Discord Chatbot – Using JavaScript, Node, and Discord.js, commissioned a custom Chatbot that would integrate with the client's Discord Server to answer common questions and provide notifications to synergize with the client's scheduled content releases on YouTube.com by extracting JSON data derived by parsing YouTube XML data. Upon implementation, the client immediately saw up to 80% increased outreach on scheduled video releases, while enjoying a simpler, automated process.

Photo Search Web App – Using HTML, CSS, and JavaScript, built a website that would allow users to quickly search for non-copyrighted stock images by fetching JSON data from web API.

Work Experience

AT&T / Etech Global Services

Houston, Texas

Network Services Support Agent

July 2022. - Present

- Provide remote support via phone, live chat, and ticketing systems to technicians and managers
- Install and troubleshoot company devices
- Diagnose hardware and software problems using root-cause analysis.
- Assist in maintaining and updating company knowledge bases on troubleshooting steps and best practices.

Natgasoline

Beaumont, Texas

Process Engineer Intern

May 2021 - Aug. 2021

- Supported Process Engineering team maintaining and optimizing plant operations
- Utilized design specifications, field data, and control system data to perform engineering calculations to help monitor performance, and create reports from those calculations
- Collaborated with teams to solve problems within the plant
- Reviewed documentations of changes made to equipment or procedures to meet safety requirements

Capital One

Beaumont, Texas

Branch Ambassador / Universal Banker

April 2018 - Jan. 2021

- Reviewed and processed documents for transactions and followed appropriate document retention processes
- Gave presentations to other Ambassadors and peers across the Texas region regarding policies, procedures, and best practices
- Maintained company and regulatory standards for operations, document retention, and currency handling, in addition to maintaining branch security processes and procedures related to facility access.

Education

Lamar University

Beaumont, TX

Area of Study: Chemical Engineering