

# Robert Levi Bays III

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## EXPERIENCE

### Application Support Engineer | Bastian Solutions | Remote | February 2024 - Present

- Led high-severity incident resolutions, ensuring superior customer service, and fostered strong relationships with business partners.
- Proficient in troubleshooting software and hardware issues, including in-house (.NET, C#) and external applications, data mining, and Windows Operating Systems issues.
- Successfully contributed to the Software Development Life Cycle (SDLC) and served as a liaison between business partners and engineering teams.
- Outperformed my peers by solving over 500 tickets in the past 180 days where the average was 274 tickets.

### Child Rearing | Atlanta, GA | February 2023 - February 2024

### Software Engineer (C#) | RecBox Games | Remote | August 2023 - November 2023 (Unpaid Open Source Project)

- Open source software project building a Linux based Texas Hold 'Em application for a game console with a complex and responsive client-side controller focused on user experience, resulting in over 3,000 lines of personal code contributed.
- Employed C#, Unity, JavaScript, and HTML/CSS to meticulously craft the application, consistently adhering to Object-Oriented Design (OOD) principles. Performed unit testing and debugging for other's code in the form of code reviews. Ensured the web application remained responsive for around 90% of browsers.
- Scaffolded asynchronous game mechanics including card dealing, betting systems, algorithms for scoring, and player interactions.
- Utilized Git control systems for version control, code quality, and issue tracking. Engaged with other developers in a cross-functional, collaborative environment to delegate tasks and maintain clean, efficient code repositories.

### Lead Engineer | Kickr Design | Atlanta, GA | March 2021 - February 2023

- Provided engineering expertise and customer service to over 800 entrepreneurs seeking custom product development services in a customer facing role.
- Maintained and nurtured relationships with prospective non-technical clients through an average of 5 meetings each.
- Presented over 800 distinctive project outlines, brainstorming possible solutions and aligning clients with personal client goals and company strengths. Handled client questions and hesitations about these solutions.
- Leveraged comprehensive engineering expertise encompassing mechanical, electrical, and software systems to propose catered solutions to address client requirements and objectives, ultimately driving projects to successful completion.

### Unit Applications Engineer II | Altec, Inc. | Elizabethtown, KY | August 2018 - March 2021

- Independently-developed and launched two Windows desktop .NET applications in a production environment built to streamline information gathering by extracting crucial information from SQL database structures to complete complex tasks, leading to around 2 hours of time savings per engineer per day.
- Collected feedback from users, leading to over 10 large improvements, integrating changes to ensure continued performance throughout both application's life-cycle.
- Prepared comprehensive documentation throughout the SDLC, ensuring that the application remains usable and understandable, even today.
- Quickly identified and addressed manufacturing and supply chain issues, leveraging my problem-solving, troubleshooting, and communication skills.

## HIGHLIGHTED SKILLS

Languages: C#, .NET, .NET, SQL (SSMS), Server Reporting Services (SSRS) JavaScript, Python

Front End: .NET Framework, Vue.js, React, Flutter, Windows Forms, HTML, CSS

Other: Git, Linux, AWS, Azure, APIs, JSON, Node.js, Docker, Postman

## EDUCATION

### Bachelor of Science in Engineering | Purdue University | Minor in Entrepreneurship | 3.84

West Lafayette, IN | 2018

- Graduated with distinction
- Supplemented coursework with online classes including Harvard CS50 (C, Python, Flask, Algorithms, SQL)

## HIGHLIGHTED PROJECTS

### Portfolio Website | [levibays.com/](https://levibays.com/)

- Built a personal portfolio website to showcase my talent and expertise consisting of 5 highlighted portfolio projects.
- Utilized Vue.js to create an interactive and elegant website with a smooth user experience, ensuring seamless navigation across pages from various devices.
- Leveraged Vue.js's reactivity and component-based architecture to optimize website performance, resulting in a Google Page Speed score of 96/100.
- Utilized Git to track and maintain different revisions to the website.

### Clay Vs. Levi Scorekeeper | <https://clayvslevi.website/>

- Created a "just-for-fun" website in Flutter managed in Git to track video game wins/losses versus a friend.
- Built the website from the ground up using Flutter, allowing complete control over both the front end and backend for a seamless and tailored user experience.
- Crafted an intuitive front end to facilitate easy data entry and tracking, making the web application simple for users to record game results.
- Implemented a robust backend server-side to efficiently store and manage the recorded data, ensuring accurate tracking of wins and losses over time.