# Kyle J. Zelnio

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Senior

## Computer Engineering

**Current**
125 Hyland N #104
Ames, IA 50014

## Objective

To obtain a full time Computer Engineering position starting Summer of 2019

## Iowa State University

### EXPECED GRADUATION WITH BACHELOR OF SCIENCE – MAY 2019

- Current GPA – 2.80
- C, C#, Go, Java, Python, Git, REST, PHP, JavaScript, HTML, CSS, SQL, Active Directory, MIPS Assembly, Verilog, VHDL, Networking, PfSense, Linux, Windows, Mac, Virtual Machines, VMware V-Sphere / Workstation, Agile Development, Scrum Teams, Kanban Boards, Embedded Systems, Computer Architecture, Jira, Confluence, MySQL, Cisco Unified Phone Configuration, ServiceNow, ChangeGear, Splunk Dashboards

## Professional Experience

### SOLUTION CENTER – CUSTOMER SUCCESS ANALYST *(Fall 2016 – Current) IOWA STATE UNIVERSITY, AMES*

- Troubleshoot a myriad of computer problems experienced by faculty, staff, and students
- Mentor peers one on one to find internal issues and increase customer service quality
- Lead a team of 15 students in an agile development environment
- Handle logistics for thousands of VOIP Cisco Phones throughout campus
- Worked with security team to handle sensitive personal information for students and faculty
- Wrote trainings and technical documentation to help teammates provide a quicker solution
- Coordinate solutions for customers across several different teams throughout campus
- Document new issues that are encountered and improve the internal wiki that stores solutions to problems
- Train new employees how to solve common problems and how to provide excellent customer service

### SEARS MANUFACTURING Co. – WEB DEVELOPMENT *(Summer of 2018) DAVENPORT, IA*

- Developed internal websites which managed human resource's sensitive employee data
- Deployed emergency attendance web-app to safely keep count of all employees at location
- Removed single points of failure by virtualizing old hardware servers
- Identified networking bottlenecks for shop floor printers and thin clients

### COMPUTER REVOLUTIONS – COMPUTER TROUBLESHOOTING *(Summer of 2016, 2017, 2018) Bettendorf, IA*

- Diagnosed and repaired computers that had viruses and hardware issues
- Helped customers in their homes, provided detailed explanations of my work, and answered questions
- Designed custom computer builds depending on the needs of the client
- Provided good customer service and documentation throughout the diagnosis and repair process

## Additional Information

### CyNest - Team Lead *(August 2015 – August 2017)*

- Developed embedded systems in a battery exchanging station for autonomous quadcopters
- Managed a team of four who prototyped the battery charging electronics of the main structure
- Designed, built, and flew quadcopter with easily changeable battery design

### CySwapper – API Development *(Fall 2017)*

- Created a REST API from scratch in Go that interfaced with an Android application
- Incorporated OAuth2 Google login and authentication through Android and Web clients
- Developed web templates for quick and easy page development for web administration client

### Stroboscope – Senior Design *(Fall 2018 – Spring 2019)*

- Empathize with client to understand wants and needs out of the product
- Re-implement a cheaper and more user-friendly stroboscope for ISU's Motors lab
- Design and implement hardware circuit for fast strobing LED array
- Document each step and idea for future repairs and upgrades for continued lab use