Kyle Beck

San Diego, CA

(760) 803 4188 | kbeck473@gmail.com | kylebeck.dev | github.com/kbeck473 | linkedin.com/in/kbeck473

EDUCATION

California State University San Marcos, *Bachelor of Science in Software Engineering* — Aug 2021 – May 2025

Amazon Web Services, *AWS Certified Cloud Practitioner* — Issued June 2025

SKILLS

Languages & Frameworks: Python, React, C/C++, C#, Java, SQL, JavaScript, HTML, CSS, Next.js, Node.js, LaTeX
Tools & Technologies: Jenkins, Vercel, Unity, TensorFlow, Firebase, Selenium, Wireshark, HelpSpot, Git, Jira
Cloud & Infrastructure: AWS, GCP, Proxmox, pfSense, Linux, Windows

PROFESSIONAL EXPERIENCE

CSUSM Information Technology Services, *Help Desk Floor Coordinator* | San Marcos, CA — Mar 2024 – May 2025
- Lead a team of 20+ student technicians in delivering responsive Tier 1 and Tier 2 IT support across campus.
- Serve as the primary escalation point for unresolved incidents and coordinate handoffs to Tier 3 support teams.
- Oversee help desk operations including ticket triage, SLA monitoring, and resolution tracking using HelpSpot.
- Mentor and train technicians on technical troubleshooting workflows, documentation standards, and customer service protocols.
- Enforce IT security policies and support compliance efforts related to access control and data protection.
- Develop and maintain internal knowledge base articles and standard operating procedures (SOPs) to enhance service consistency.

CSUSM Information Technology Services, *Help Desk Technician* | San Marcos, CA — Dec 2022 – Feb 2024
- Provided front-line support to students, faculty, and staff, resolving 10,000+ tickets related to hardware, software, accounts, and networking.
- Specialized in account support workflows, including password resets, multi-factor authentication (MFA) issues, and user access troubleshooting.
- Maintained service quality by managing ticket queues and ensuring SLA adherence using HelpSpot.
- Collaborated with system administrators and networking teams to escalate complex or persistent issues.
- Delivered support via remote tools including Mitel VoIP and Microsoft Teams.

Dr. Bronner's, *IT Technician Intern* | Vista, CA — Jan 2020 – Mar 2020
- Provided hands-on hardware support and diagnostics for desktop and laptop systems in a hybrid office/manufacturing environment.
- Assisted in basic server maintenance, cable management, and network troubleshooting tasks.

PROJECTS

Snapdragon AR/AI Shopping Assistant – *SE Capstone with Qualcomm* — Sept 2024 – May 2025
- Built an AR-powered smart shopping assistant using Qualcomm Snapdragon Spaces SDK, Unity, and Lenovo ThinkReality A3 glasses.
- Implemented a quantized YOLOv8 computer vision model with Unity Sentis for real-time, on-device grocery item detection.
- Integrated Google Cloud backend services with the Gemini API (generative AI) to dynamically generate product descriptions, nutrition facts, and allergen warnings.
- Engineered a low-latency frame capture and preprocessing pipeline to support real-time AR inference and smooth visual overlay.

Home-lab Server – *Networking and Virtualization | Personal Project* — Dec 2024 – Present
- Designed and deployed a rack-mounted home lab using virtualzalition and firewall platforms.
- Deployed Docker containers and configured TrueNAS with RAID, automated snapshots, and health monitoring.

Personal Portfolio Website – *https://www.kylebeck.dev | Web Development + CI/CD* — Dec 2024 – Present
- Developed a personal portfolio website using Next.js, React, and Tailwind to showcase technical projects and skills.
- Integrated GitHub Actions with Vercel CI/CD for automated deployment on every push to main.
- Built modular project cards and animated components using Framer Motion and Radix UI.
- Implemented server side rendering to allow for performance increases.
- Integrated a dynamic contact form with backend email service to handle user submissions

CSUSM Fitness App – *SE 370 Software Engineering, CSUSM SE Program* — Jan 2023 – May 2023
- Designed and implemented full-stack features using Java Servlets, JSP, JDBC, and MySQL.
- Built a normalized database schema supporting real-time data retrieval, secure access, and consistent event logging.
- Wrote unit tests and conducted manual QA for feature flows and system resilience under edge cases.