

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

PROFESSIONAL EXPERIENCE

SIATech, *Help Desk Technician* | Oceanside, CA

Sept 2025 – Present

- Act as the first point of contact for technical support across all 14 sites and central office.
- Deploy and Package applications via Intune for staff and admin groups.
- Manage users and RBAC for resources within Entra ID, Active Directory and other systems.
- Led the organization wide Windows 11 migration and enrolled all staff devices into Intune for enterprise management and deployments.
- Oversee repair, replacement, and end of life disposal of assets in compliance with data-destruction policies.
- Coordinate with vendors and internal teams to procure new hardware and secure competitive pricing on equipment.

CSUSM Information Technology Services, *Help Desk Floor Coordinator* | San Marcos, CA

Mar 2024 – June 2025

- Led a team of 20+ student technicians in delivering responsive Tier 1 and Tier 2 IT support across campus.
- Served as the primary escalation point for unresolved incidents and coordinated handoffs to Tier 3 support teams.
- Oversaw help desk operations including ticket triage, SLA monitoring, and resolution tracking using HelpSpot.
- Mentored and trained technicians on technical troubleshooting workflows, documentation standards, and customer service protocols.
- Enforced IT security policies and support compliance efforts related to access control and data protection.
- Developed and maintained internal knowledge base articles and standard operating procedures.

CSUSM Information Technology Services, *Help Desk Technician* | San Marcos, CA

Dec 2022 – Feb 2024

- Provided frontline support to students, faculty, and staff, resolving 10,000+ tickets across 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.

SKILLS

Languages & Frameworks: React, C/C++, C#, Java, SQL, JavaScript, HTML, CSS, Next.js, Node.js, LaTeX

Tools & Technologies: GitHub, GitHub Actions, Jenkins, Vercel, Unity, Selenium, Wireshark, HelpSpot, Jira

Cloud & Infrastructure: AWS, GCP, Proxmox, pfSense, Linux, Kubernetes, Docker

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 YOLOv8 computer vision model with Unity for real time, on device grocery item detection.
- Integrated Google Cloud backend services with the Gemini API 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

- Deployed a rack mounted home lab environment to simulate enterprise IT operations and system administration.
- Implemented Proxmox for virtualization and clustering for self hosting environment.
- Configured TrueNAS for redundant network storage, automated snapshots, and data integrity monitoring.
- Built a Kubernetes cluster (K3S) for containerized applications and orchestration of internal services.
- Deployed applications and services via rancher dashboards, monitoring tools and game servers.
- Integrated pfSense firewall for secure network segmentation and VPN access for remote access to pods and services.

Personal Portfolio Website – *Web Development + CI/CD* | <https://www.kylebeck.dev>

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.