

Kris Tye

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(704) 574-9605

Objective:

Innovative and mission-driven IT professional with decades of experience in system architecture, engineering, automation, and software development. Passionate about applying technology to create meaningful and ethical advancements that benefit both businesses and individuals. Seeks an opportunity with a forward-thinking company where technical expertise can directly influence growth, efficiency, and long-term success. Dedicated to ensuring that technology is applied ethically, fostering intellectual growth, protecting privacy, and delivering value-driven solutions that benefit all stakeholders.

Work Experience:**Production Support Engineer**

August 2023 to February 2025

Contractor for Bank of America via Insight Global – Charlotte, NC

- Developed Python automation solutions, eliminating thousands of hours of manual work.
- Led root cause analysis and ITIL-compliant incident resolution.
- Automated system monitoring and maintenance with shell scripting.
- Enhanced application reliability through collaboration with development teams.
- Focused on improving operational efficiency with technology solutions that create real value.

Chief Engineer

March 2020 to August 2023

Step In, LLC - Charlotte, NC

- Designed and deployed enterprise IT solutions to support international business operations.
- Automated business processes to improve efficiency across manufacturing, sales, and fulfillment.
- Developed strategic IT frameworks to optimize technology investments.

System Architect

May 2013 to September 2019

Life3D, LLC - Charlotte, NC

- Engineered enterprise applications with a focus on usability, efficiency, and long-term sustainability.
- Applied Python automation to streamline data processing and improve business operations.
- Created solutions that not only enhanced company profitability but also provided real, measurable value to users.

System Engineer

August 2008 to December 2013

Atrium Health - Charlotte, NC

- Designed and maintained reporting software, glossary applications, and media archives.
- Automated IT operations, reducing downtime and optimizing system reliability.
- Focused on the ethical application of technology, ensuring transparency and user benefit.

Health Care Specialist - Combat Medic

July 2002 to July 2006

US Army - Fayetteville, NC

- Built a field application for MEDPROS, a database-driven immunization tracking system.
- Provided frontline medical support during deployments in Afghanistan and Iraq.
- Twice awarded the Combat Medical Badge for providing medical care while under enemy fire.

Skills & Technical Expertise:

Data Analysis & Reporting: Big Data, SQL, NoSQL, Statistical Analysis, Data Visualization, and Presentation
Software Development: System Architecture, Engineering, and Technical Documentation
Process Optimization: Automating Workflows to Eliminate Inefficiencies and Reduce Manual Effort
Automation & Scripting: Python, Shell Scripting, Ansible, Autosys, NiFi, and more
Production Support & IT Operations: ITIL, Incident Response, Root Cause Analysis
Ethical Technology Application: Ensuring Privacy, Intellectual Growth, and Value-Driven Solutions
Project Management: Agile, Cross-Functional, and International Collaboration

Volunteer/Community Experience:

Director of Technology March 2012 to Present
USA Web School, Inc. - Charlotte, NC

- Led technology initiatives, including Nova Social, Operation Determination, and HC Code Camps.
- Educational initiatives with emphasis on Technology Philanthropy, and an ethical approach to applied technology.
- Believes technology must prioritize privacy, security, and long-term societal benefits.

East Voyager Academy & CMS Schools August 2024 to Present

- Created an Auction Site raising thousands of dollars directly benefiting students.
- Software and service development to ensure student safety and foster community engagement.

Education:

Dedicated to lifelong learning and knowledge sharing, fostering critical thinking and ethical technology application. Passionate about education as a continuous journey that drives innovation and responsible technological advancement.

Bachelor of Arts in *Computer Science*, Information Technology December 2025
University of North Carolina at Charlotte – In Major GPA 3.5

Associate of Arts in *Acquisition and Contract Management* June 2023
Strayer University – Final GPA 3.7

Academic Requirements Completed in *Middle Grades Education* January 2006
University of North Carolina at Charlotte

Military Service:

Branch: Army July 2002 to July 2006
Rank: Sergeant, 91W2P Combat Medic - Paratrooper - 1/325 AIR - 82ND Airborne Division

Awards and Commendations:

Combat Medical Badge (2nd Award)
Army Commendation Medal (2nd Award)
Army Achievement Medal (2nd Award)
Iraq Campaign Medal
Afghanistan Campaign Medal
Global War on Terrorism Service Medal
Valorous Unit Award
Army Good Conduct Medal
National Defense Service Medal
Army Service Ribbon
Parachutist Badge. DD214 Available