

Kyle Bedell
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EDUCATION:

BENTLEY COLLEGE, Waltham, MA
Candidate for **Master of Science in Human Factors in Information Design** May 2009

- G.P.A 3.80/4.00

Bachelor of Science in Computer Information Systems May 2008

- Graduated *Summa cum Laude* (3.81/4.0 GPA)

RELEVANT PROJECTS:

Design Roadmap for a Prototype Recommender System

- Working with a major technology company and a team of three others, helped produce a roadmap for a prototype recommender system by designing possible 3rd party implementations

Redesign of the MIT School of Architecture Site Navigation

- Acted as SCRUM Master for a contractor team of three other students to analyze and overhaul the main site navigation for the MIT School of Architecture
- Negotiated with client team to determine acceptable project requirements and deliverables

TECHNICAL SKILLS:

Operating Systems: Windows (all versions), Linux (Ubuntu)
Productivity Software: Microsoft Office, Morae, BMC Remedy 6, Lotus Notes, QuarkXPress 5, WordPress
Programming Languages: Intermediate skill with HTML, basic knowledge of Java, C#, and SQL
Core Competencies: PDAs/handhelds, smartphones, Tablet PCs, consumer A/V equipment, consumer electronics

EXPERIENCE:

InterNoded, Inc, Waltham, MA 05/08 – Present
Quality Assurance Specialist

- Created and executed test scripts for Mobile Device Manager software
- Produced reports for supervisors based on issues found during testing
- Troubleshoot technical issues for InterNoded clients

Bentley Design and Usability Center, Waltham, MA 01/08 – 4/08
Intern

- Worked with clients such as Brigham & Women’s Hospital, AutoDesk, MassMutual, and a leading insurance company.
- Recorded usability test sessions with Morae and kept in-depth notes on participant comments/behaviors
- Created and presented final reports for clients

Federal Reserve Bank of Boston, Boston, MA 6/07 - 8/07
Service Desk Intern

- Provided desk-side IT support to bank personnel
- Managed, scheduled, and performed hardware deployments for Bank personnel, eliminating a 3 month deployment backlog
- Managed and troubleshoot client machines via Active Directory and Microsoft SMS
- Researched device purchases for the IT department

Newton-Wellesley Hospital, Newton, MA 6/06 - 9/06
Network Technician Intern

- Repaired and deployed workstations, faxes, and peripherals
- Updated PC inventory database hospital-wide
- Completed trouble calls to assist hospital staff in the event of technological problems

Bentley College, Waltham, MA 1/05 - 5/05
Student Aide for experimental introductory information technology class

- Assisted with application deployment and training for Pocket PC handhelds
- Served as after normal class and office hours resource for students

ACTIVITIES:

Bentley Vanguard 1/05 – 5/08

Copy Editor / Columnist

- Edited copy for weekly on-campus student newspaper (until December 2007)
- Assisted with weekly issue production (until December 2007)
- Reviewed electronic games and consumer electronics for weekly Arts and Entertainment column
- Covered technology updates and changes on campus for News section

WBTY Bentley College Radio

10/06 – 12/07

Show Host

- Hosted weekly radio show that played alternative music
- Managed playlists and viewer song requests

Bentley Strategic Gaming Organization

9/04 – 12/07

Vice President, Chief Technology Officer

- Held weekly gatherings to bring gaming students together
- Purchased computer hardware for construction of new desktops
- Assembled, maintained, and repaired club computers
- Arranged freshman orientation events