

Kingsley Kotey

Bridgeport, CT | 475-259-6864 | | [Linkedin](#) | [Github](#) | Portfolio Website - [Portfolio](#)

EDUCATION

- Southern Connecticut State University (B.S. Computer Science) GPA: 3.5 Graduating May 2027
- Southern Connecticut State University (M.S. Software Engineering) Graduating May 2028
- Housatonic State College (Associate of Science in CIS Programming) GPA: 3.6 Graduated May 2024

Honors & Awards - Dean's List (2022-2025), Academic Excellence in Programming (May 2025)

PROFESSIONAL EXPERIENCE

Southern Connecticut State University IT Department - New Haven, CT July 2025 - Present
IT Help Desk Technician

- Resolved 300+ technical incidents across a diverse user base, maintaining high system uptime and consistently meeting or exceeding SLA targets for resolution speed.
- Manage the full lifecycle of technical incidents for a diverse user base, prioritizing rapid resolution and system reliability.
- Administer complex security access policies, gaining expertise in roles and permissions data models essential for enterprise scale.

Housatonic State College IT Department - Bridgeport, CT May 2024 – Jul 2024
Help Desk Intern

- Shipped a custom automation tool that streamlined diagnostic data collection, directly improving team operational efficiency.
- Collaborated with cross-functional teams to monitor server activity and author technical documentation for seamless system integrations.

ACCESS Educational Service - Bridgeport, CT Aug 2024 – May 2025
Stem Mentor

- Instructed students in advanced software logic and Python scripting, fostering a culture of innovation and research-based learning.
- Led engineering sprints for robotics teams, turning abstract concepts into functional, high-quality hardware/software products.
- Mentored youth robotics teams for the 2024 FIRST LEGO League (FLL) "Submerged" challenge, leading the team to earn a performance award and qualify for the regional competition.

PROJECTS

Hotel Management Web App [Project link](#)

- Engineered a secure CRUD application with automated workflows, utilizing Python to handle data processing and system alerts.
- Integrated permission gates and login mechanisms, focusing on application security and stable production performance.

Employee Management Web App [Project link](#)

- Designed a secure internal CRUD application focusing on data integrity and streamlined HR-style workflows.
- Utilized SQL for backend data management and implemented automated notification logic for system enhancements.
- Applied critical thinking to solve complex logic problems regarding user permissions and role-based access.

SKILLS & CERTIFICATIONS

Languages & Frameworks: Python, Java, PHP, JavaScript, HTML5, CSS3, Flask, Node-RED

Databases & Tools: Microsoft SQL Server, SQLite, Git, Adobe Creative Suite

Systems & Platforms: Linux, Information Management Systems, Cyber Security, Microsoft Azure

Hardware & Technical Skills: Electronics troubleshooting, Software installation, Technical support