

Kelvin Kemper

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SUMMARY

Systems-focused Software Engineer with experience debugging, validating, and supporting complex production software used in operational aviation environments. Skilled in tracing defects across frontend, backend, and data layers, investigating system behavior through logs and service interactions, and collaborating with engineers to improve software quality and reliability. Experienced with Java-based applications, Linux environments, Jira, Confluence, and cross-functional development workflows.

PROFESSIONAL EXPERIENCE

Ultramain Systems Inc.

Albuquerque, NM

Software Engineer

03/2024 - Present

- Investigate and resolve defects in production aviation software by tracing behavior across frontend, backend, database, and mobile-integrated components.
- Validate end-to-end data flow and system behavior by analyzing logs, service interactions, and persisted data in complex operational environments.
- Reproduce and isolate issues in complex environments to identify root causes and verify effectiveness of implemented fixes.
- Communicate with technical customers through Jira to analyze reported issues, clarify system behavior, and provide technical guidance to support issue resolution.

UnityBPO

Albuquerque, NM

Help Desk Analyst

11/2023 - 03/2024

- Supported secure healthcare IT environments including Active Directory, VPN, Citrix, and Azure-based systems.
- Troubleshot user access and system issues while maintaining operational continuity in regulated environments.
- Documented and tracked incidents through ServiceNow and communicated resolutions to technical and non-technical users.

Sandia Laboratory Federal Credit Union (Sunward)

Albuquerque, NM

Information Security Intern

05/2022 - 08/2022

- Assisted in internal security testing by preparing USB devices for controlled social engineering assessments, contributing to identification of a vulnerability in the IT environment.
- Supported phishing and spam monitoring efforts using Barracuda email security tools to analyze and respond to potential threats affecting internal users.
- Documented processes for mobile device management (MDM) configuration to enable secure user access to internal email systems.

Siemens Healthineers

Albuquerque, NM

Biomarker Production and Cyclotron Technician

06/2016 - 08/2021

- Operated and maintained cyclotron accelerator systems including RF, cooling, magnetic, and supporting subsystems in a regulated production environment.
- Troubleshot chemistry module for failures to maintain system uptime and support reliable isotope production.
- Performed quality-focused work within FDA-regulated and NRC/Agreement State environments requiring procedural compliance and operational accuracy.
- Collaborated with technical teams to diagnose failures and maintain reliability of radiation-producing equipment.

EDUCATION

University of New Mexico

Albuquerque, NM

Bachelor of Science in Computer Science

December 2023

University of New Mexico

Albuquerque, NM

Bachelor of Science in Psychology, Minor Chemistry

December 2015

ADDITIONAL SKILLS

Languages: Java, JavaScript, Swift, Python (basic)

Software & Systems: REST APIs, defect investigation, log analysis, system validation, end-to-end data flow tracing

Tools: Git, Jira, Confluence, ServiceNow, Xcode

Platforms: Linux, Windows, SQL Databases

Development: Maven, Vue.js, Docker (basic)

Concepts: Object-oriented programming, software lifecycle, debugging, cross-system integration