

Tyler Gregory

Contacts available upon request

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SKILLS

- Customer support and incident analysis
- Spanish

EXPERIENCE

Target, Rochester, NY- Seasonal Team Member

October 2018 - December 2018

- Pushed stock from the back of the store to the floor and made sure that the floor was orderly and clean for prime customer experience.
- Assisted with planograms.
- Assisted with cashiers when there were a lot of customers.

Brigham Young University IT Support, Provo, UT- Student Support Analyst

August 2015 - August 2018

- Offered on-call support to customers. This ranged from supporting our specific programs offered by the university, to supporting general tech-issues.
- Contacted and worked with engineers if problem needed elevation.

Hobart and William Smith Colleges, Geneva, NY - IT Support Specialist

July 2013- August 2017

- Offered first-line call support to customers. This was more basic, but most of the issues were resolved during the first phone call.

EDUCATION

Monroe Community College, Brighton NY - AS

January 2019

- CS major

Brigham Young University, Provo, UT - BS

July 2015 - August 2018

- CS major

OTHER PROJECTS

BYU Impact

- A partner and I were a big sister/brother for an at-risk child of the community. We met with him once a week and supported him in whatever way he needed.

LDS Mission

- I served for 14 months in Las Vegas and learned Spanish to teach the Hispanic population in the Valley.

Eagle Scout

- I was awarded the Eagle Scout Rank in the BSA. I displayed leadership for an Eagle Project where we helped gather books for a refugee home.