

Tyler West
West.j.tyler@gmail.com

Education

University of South Florida

Bachelor of Science in Business Administration

Degree: Management Information Systems

Saint Petersburg, FL
2015

Relevant Coursework: Business Application Development, Systems Analysis and Design, Database Design/Administration, Business Data Communications, Managing Information Resources, Info Sec and Risk Management, Global Information Systems, and Advanced Ethical Hack

Work Experience

Progressive/American Strategic

Property IT Service Desk Specialist

Saint Petersburg, FL
Oct. 2019-Present

- Provide IT Support directly to Policyholders and Agents by monitoring email/phone ques.
- Use problem solving skill to troubleshoot system errors.
- Provide services such as registration, site navigation, billing inquiries, quoting assistance, error resolutions.
- Escalate incidents through JIRA and Remedy that require further investigation by level 2 and 3 teams.
- Conduct training for incoming employees on troubleshooting system issues as well as process management.
- Implement and improve team processes using a Lean methodology.
- Serve as Team Lead and assist with merging the Progressive and ASI Service Desk teams together.

Nielsen

Key Account Support Associate

Oldsmar, FL
Feb 2016-Oct 2019

- Monitor ticket que by either triaging or providing technical support to clients in various locations around the world. Also follow up with clients with existing tickets that were escalated up the triage tree.
- When issues arise through either phone calls or through our ticketing system, we determine the issue by gathering the necessary information from the user. We then determine whether we can troubleshoot/process the request or if we need to Triage the issue by reaching out to various Nielsen teams.
- Follow special processes that are specific to each client, as well as meet specific SLA's that have been agreed upon in Clients contracts.
- Procter and Gamble SME (Subject Matter Expert), Level 2 SME, Database/Driver/Application configurations, ID creation/Troubleshooting.

Clearwater/Pinellas County Beach Patrol

Lifeguard

Clearwater Beach, FL
2009-2018

Accomplishments

- Nielsen Procter & Gamble Subject Matter Expert
- President of USFSP Soccer Club
- Vice President of USFSP Interact Club
- IT Service Desk Team Lead
- Member of Delta Sigma Pi Professional Business Fraternity

Skills

Working knowledge of:

- Ticketing systems (Issuetrak, JIRA, Salesforce, Remedy) Microsoft Office Word, Excel, Access, PowerPoint

Basic knowledge of:

- HTML/CSS, Javascript, SQL, Wireshark, Visio, Visual Studio

In Progress/Ambitions:

- Front End Web Development, HTML/CSS, Javascript, Nodejs