Fort Myers, FL 33916

(719) – 291 - 0571

[Tylerantoni1025@icloud.com](mailto:Tylerantoni1025@icloud.com)

<https://www.linkedin.com/in/tyler-antoni-48024290/>

https://www.tylerantoni.com/

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| Tyler Antoni | | | | | | | |
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| Meticulous Reporting Analyst aiming to leverage in-depth knowledge of performance metrics analysis gained over 2 years’ experience.  Looking to gain experience in the software development field and become a full stack developer! | | |  | 2020 - Current  Reporting Analyst  Alorica   * Monitored KPIs to identify inefficiencies and risks. * Applied expertise in SQL to draft reports and optimize query creation. * Liaised with business leaders to foster timely resolution of client challenges. * Evaluated collected data and reported results and recommendations to higher management using PowerBI.   2018 - 2020  Assistant Team Manager  Alorica   * Assisted with the management of a team of over 30 agents. * Handled escalated cases for technical support cases. * Coached team on proper technical troubleshooting processes, and answered questions and concerns for the team.   2016 - 2018  Server  Red Lobster | | |
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| March 2021 – Present  The Programmer Coach  Online Bootcamp that covers the fundamentals of C#, the .NET Framework, and mySQL. | | C#  JavaScript  Python  HTML/CSS  mySQL | |