Indianapolis, Indiana

T Y L E R   E D M O N D S

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EDUCATION

Indianapolis, IN   **Western Governors University**   **2018 - 2020**
- <u>Degree:</u> B.S. in Software Development, March 2020: GPA: 3.5
- <u>Certifications</u>: Comptia A+, Comptia Project+, CIW UI Designer, CIW Site Development Associate, CIW Advanced HTML5 & CSS3 Specialist, ITIL Foundations
- <u>Undergraduate Coursework</u>: Critical Thinking and Logic, Scripting and Programming, Web Development, Data Management, Software Engineering, Java I and II, Android Application Development, SQL, Applied Algebra.

EMPLOYMENT

Software Engineer   **Genesys (formerly Interactive Intelligence)**   **November 2017 – July 2019**
- Utilized C++ and Windows Installer XML (WIX) to develop and maintain the MSI for our on-premises platform.
- Modify existing software to correct errors or to upgrade interfaces and improve performance.
- Analyze information to determine, recommend, and plan installation of a new system or modification of an existing system.

Service Delivery Manager   **Genesys (formerly Interactive Intelligence)**   **May 2016 – November 2017**
- Proactively facilitate customer expectation/satisfaction for both direct and indirect customers.
- Proactively track SLAs in order to prevent escalations by identifying early warning indicators.
- Advocate internally for progress on the customer's key issues by working with internal teams.
- Play a major role in prevention, identification and resolution of customer complaints.
- Effectively communicate at differing technical levels with customers and internal employees.

Principle Engineer   **Genesys (formerly Interactive Intelligence)**   **November 2013 – May 2016**
- Provide accurate and creative technical solutions to problems of moderate and difficult nature
- Use independent judgment to research, resolve, and respond to questions received via telephone calls, email, web, and web chats.
- Perform System Analysis to identify and develop solutions for customer problems.
- Analyze and create documented solutions that will be published to a company Knowledge.
- Develop and deploy test systems and networks.

25B – IT Specialist   **Indiana Army National Guard**   **October 2010 – October 2016**
- NCOIC (non-commissioned officer in charge) of the IT/Communications section with 6 direct reports.
- In charge of deploying and maintaining secured data and telecommunications networks while in the field.
- Responsible for maintaining and tracking sections technical equipment which totaled over $200,000.
- Worked with my subordinates to determine military and civilian career goals while developing game plans to achieve them.
- Provided regular updates to company commanders and brigade commanders on technology status while in the field.
- Worked diligently to communicate technical issues and situations to non-technical soldiers in the chain of command in order to keep work moving forward.

SOFTWARE PROJECTS

- **Vehicle Lease Tracker** (2020) **–** Track health of lease based on current mileage.
    o Platform: Mobile
    o OS: Android
    o Languages: Java, SQLite, XML

- o Architecture: MVVM, ROOM
- o Features: CRUD functionality, user authentication, exception controls, back end calculations
- o https://github.com/EddieEdmonds/TE_LeaseTracker_C868
- o https://play.google.com/store/apps/details?id=com.atp.LeaseTracker&hl=en_US

- **Student Scheduler** (2020) – Track classes, terms, and finals for University
  - o Platform: Mobile
  - o OS: Android
  - o Languages: Java, SQLite, XML
  - o Architecture: MVVM, ROOM
  - o Features: CRUD functionality, thread control via async tasks and executors, custom color palette
  - o https://github.com/EddieEdmonds/TE_Scheduler_C196

- **Appointment Scheduler** (2019) – Create and schedule appointments with customers.
  - o Platform: Desktop Application
  - o OS: Windows or Apple (JVM)
  - o Languages: Java, MySQL, XML
  - o Features: CRUD functionality with remote DB, authentication, auto time zone adjustment, localization based on location
  - o https://github.com/EddieEdmonds/TE_Scheduler_C195

LANGUAGES AND TECHNOLOGIES

- Java, SQL, HTML5, CSS3, JS
- NetBeans, Android Studio, Visual Studio Code, Scene Builder, Visio, Jira, GitHub, IntelliJ/Eclipse,

REFERENCES

Available upon request