

# Tyler Hudson

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## SUMMARY

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Experienced business professional with a strong background in customer support operations. I am eager to transform my passion for technology, commitment to continuous learning, and customer-centric mindset into a rewarding career in web development.

## SKILLS & COMPETENCIES

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<u>Core</u>	<u>Front-End</u>	<u>Back-End</u>	<u>Database</u>	<u>Supplemental</u>
JavaScript	React	Node.js	MySQL	Git
HTML	Bootstrap	Express	Sequelize	Jest
CSS	Tailwind CSS		MongoDB	
SQL	Chakra UI		Mongoose	

## PERSONAL PROJECTS

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### Weebify (*React, Node.js, Express, MongoDB*)

- E-commerce React application with shopping cart component, Stripe checkout feature, and CRUD operations.

### Battleship (*JavaScript, HTML, CSS, Webpack*)

- Turn based strategy game incorporating AI opponent logic, dynamic HTML rendering, and game state management.

## WORK EXPERIENCE

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### Cox Automotive Inc

#### Supervisor – Technical Client Services (Jan 2021 – Present)

- Consistently met a 90% or higher average customer satisfaction threshold across 2,000 post resolution surveys.
- Built and maintained shell script tooling targeting API endpoints improving the capabilities of L1 support staff.
- Conducted content and styling updates to 12 client websites via Makeswift builder and custom HTML & CSS.

### Clutch Technologies - Acquired by Cox Automotive

#### Client Support Manager (Mar 2020 – Jan 2021)

#### Account Operations Manager (Dec 2019 – Mar 2020)

#### Fleet Concierge (Jul 2018 – Dec 2019)

- Established a four member B2B SaaS support team responsible for all inbound technical inquiries or issues encountered by customers using our platform.
- Implemented and maintained over 15 Zendesk macros and triggers to help meet contracted SLAs.
- Operated vehicles with a total value exceeding \$4,000,000 with 0 accidents and an average customer service satisfaction rating of 92%.

## EDUCATION

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### University of South Carolina

*Bachelor of Science in Business Administration, Marketing*

**May 2018**

*Columbia, SC*

- Honors Graduate, 3.5 cumulative GPA
- Radio Host (DJ) for WUSC-FM, a student operated radio station.

## CERTIFICATIONS

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### Georgia Institute of Technology – edX

*Full Stack Web Development Bootcamp*

**Dec 2022**

*Atlanta, Ga*