

Tyler Snyder

South Jordan, Utah 84095

(406) 868-6967

tylesnyder619406@gmail.com

Throughout all my job experience, I have acquired different sets of skills that pertain to customer service, technology and sales, all of which positively represent each company I've worked for. I strive to learn at a high level and will be a team player on any assignment I am appointed to. Currently I am attending the University of Utah's full-stack software development bootcamp. At my current job I am part of the companies mentorship program where I am a mentee, learning Ruby on Rails.

SKILLS

- Microsoft Word, and Outlook
- Verbal and written communication
- Multitasking
- HTML
- CSS/SASS
- NPM
- JavaScript
- Bootstrap
- JQuery
- Mobile First Design
- Git/Github
- Ruby on Rails

EXPERIENCE

Acima Credit, Sandy UT - *Customer Service*

May 2019 - PRESENT

- Perform inbound and outbound calls with any applicable party
- Processing ACH and credit card payments
- Manage lease payment schedules
- Provide excellent, caring customer support to all customers

InterContinental Hotels Group,

PRESENT - Sales Agent

- Identified customer needs, developed sales strategies and negotiated and closes profitable sales with a high success rate.
- Verifying customer info as well as credit card information over the phone
- Consistently hit and exceeded sales goals.

Clear Solar, Orem UT

2017 - Appointment Setter

- Using verbal communication to persuade customers over the phone to listen to a brief solar analysis of their home to reach our goal of saving customers money, and saving the environment.

Bluehost, Orem, UT

2016 - Technical Support - Level 2

- Troubleshooted WHM/cPanel
- Diagnosed multiple servers such as Apache, MySQL, DNS and Mail servers.
- Communicated closely with system administrators to reboot reinstall operating systems and programs.
- Navigated and executed custom scripts via SSH.

Bluehost, Orem, UT

2015 - Sales Agent

- Building relationships with customers over the phone. Giving the customers the tools and assistance to help build their online websites.
- Researched and customized service proposals for clients.
- Discussing with customers the best web hosting plans for their needs.

Response Marketing Group, Lindon, UT

2015 - Loan Clerk

- Calling and emailing clients with delinquent home loans to provide options to refinance with cheaper interest rates with the goal to keep their payments current.

Air Care International, Carlsbad, CA

2014 - Emergency Medical Technician

- Providing emergency medical care to the community and transporting patients via ambulance to the nearest medical facility.
- Writing thorough medical reports of every medical scene I approach and relaying the reports to doctors, nurses and other medical personnel.

EDUCATION

Palomar College, Escondido, CA - EMT Certificate

August 2012 - December 2013

Attended Palomar College and received my emergency medical technician certificate.

Montana State University-Northern, Havre, MT - General Education

August 2008 - May 2010

Finished my general education and majored in sports medicine while being a scholarship athlete on the football team.

Belt High School, Belt, MT - General Education, High School Diploma

August 2004 - May 2008