Tyler Thompson

(919)275-5880   linkedin.com/in/tyler-thompson
tythompson@gmail.com   github.com/tythompson

Application Skills

- **Web Development:** Ruby, Rails, Sinatra, JavaScript, ActiveRecord, Heroku, rspec, Bootstrap, Git, Github, API development, Postgresql, Sqlite, third-party authentication protocols, HTML, Drupal CMS, and terminal
- **Operating Systems:** Linux Ubuntu, Mac OS X, Windows 10 - 95
- **Scripting:** AutoHotkey, batch scripting
- **Ticketing/Documenting:** Vantiv/PeopleSoft, Bugzilla, Wikipedia
- **Remote Assistance:** GoToAssist, Citrix Receiver, DSM Remote Control Viewer, Windows Remote Desktop
- **Multimedia Software:** Adobe Suite, Open Broadcaster
- **General Software:** K2 KIAC, Microsoft Office Suite, Active Directory, DNS
- **Communication:** Slack, Discord, AIM, ICQ, Gmail, Outlook, Thunderbird

Experience

Ruby Backend Developer • Homeshare
July 2016 – August 2016 • Durham, NC
- Worked in a team of four developers using Agile methodologies.
- Created Ruby on Rails API for Angular front end mobile home sharing app.
- Used Postgres SQL database deployed to Heroku.
- Used Git flow and GitHub for source control.
  Live application: https://homeshare-334e9.firebaseapp.com
  Source: https://github.com/TyThompson/homeshare

Senior Technical Analyst • FedEx (HCL Tech. contract)
September 2013 – February 2016 • Durham, NC
- Provided technical support across multiple FedEx departments for employees.
- Ran daily reports for FedEx upper management and other leads.

Tech Support Representative • Kodak (Datrose contract)
June 2011 – January 2013 • Durham, NC
- Provided technical support for Kodak Kiosk equipment.

Customer Service Representative • Aetna (ACS contract)

November 2008 - June 2011 • Cary, NC

- Coventry Prescription Part D
- Aetna E-tech online support
- Aetna Prescription Part D
- Aetna Life Insurance

Education

The Iron Yard Academy

May 2016 - August 2016 • Durham, NC

Earned Back-End Engineering with Ruby on Rails Certificate.

Wake Tech Community College

August 2007 - December 2007 • Raleigh, NC

Working towards CCNA certification.

University of Advancing Technology

August 2004 - January 2006 • Tempe, AZ

Working towards Multimedia Design degree.