**Ty Book**

Jonesville, LA 71343

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SUMMARY

Electrical Engineering First-Responder with over eight years of practical experience performing upgrades, repairs, and computer hardware and software testing. As a former utility lineman, I developed a strong work ethic and a passion for problem-solving skills that I bring to my new career as a junior full-stack developer. With my dedication and attention to detail, I am committed to delivering high-quality code and building reliable and user-friendly web applications that meet the needs of businesses and end-users. Although I may be new to the field, I am eager to learn and grow my skills. I bring a fresh perspective and a unique set of experiences to the table. With my background in utility work and full-stack development, I am well-equipped to tackle challenges, troubleshoot issues, and work collaboratively with others to achieve shared goals.  

WORK EXPERIENCE

**Service Advisor**  *August 2022- Present*

*Natchez Ford*

* Managed the workflow and schedules of sales staff consisting of over 40 sales and maintenance professionals
* Navigated and deescalated customer issues to solidify client relationships and ensure repeat business
* Leveraged Customer Relationship Management System to troubleshoot and resolve client service interruptions and discrepancies

**Team Lead - Lineman**  *June 2017- July 2022*

*Town of Jonesville, LA*

* Minimized outage time for the electrical systems of Commercial Buildings valued at over $1 Million
* Collaborated with Catahoula Parish utility departments on internal utility departments serving 8,900 individuals
* She led a team of 10 linemen and apprentices to reduce outage time from 2 hours to under 45 minutes, resulting in savings of approximately $3,800 and $21,000 for residential and commercial users, respectively.

**Lineman** *March 2015 – May 2017*

Town of Jonesville, LA

* Interpreted and assisted with the creation of Technical Diagrams required for job completion
* Performed the Installation and repair of electrical distribution systems for over $5 Million of Capital Assets
* Adhered to regulations set by OSHA, the US Department of Energy, and the Louisiana Department of Natural Resources to provide electrical services for a population of approximately 1,800 individuals.

SKILLS

* *Customer Services*
* *Conflict Resolution*
* *Troubleshooting*
* *Technical Diagramming*
* *Hardware Repair*
* *Hardware Upgrading*
* *Hardware Testing*
* *Software Troubleshooting*
* *Issue Escalation*
* *Technical Triage*
* *Verbal Communication*
* *Written Communication*
* *Documentation Procedures*
* *Report Writing*
* *User Authentication*
* *User Authorization*
* *Operating Systems*
* *BIOS*
* *Microsoft Office*
* *Microsoft Windows*
* *Windows 10*
* *Windows 7*
* *Project Collaboration*
* *Information Technology Service Management*
* *Help Desk Support Ticketing Systems*
* *CSS*
* *HTML5*
* *Javascript*
* C#
* Python
* .NET
* ASP.NET
* Bootstrap
* Visual Studios

EDUCATION AND CERTIFICATIONS

**CoderFoundry**

Fullstack Development - HTML5, CSS, JavaScript, C#, ASP.NET

**Google Technical Fundamentals**

C*redential ID VPZZVVEUAJV8 -*[*Validate*](https://www.coursera.org/account/accomplishments/certificate/VPZZVVEUAJV8)

**Louisiana Tech University**

*General Education Development Diploma*

***State of Louisiana***

*Commercial Drivers Licenses: Class B*