

Tyler B. Keegan

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EDUCATION	Stephen F. Austin State University - Nacogdoches, TX	<i>Graduated May 2019</i>
	Bachelor of Business Administration	
	Relevant Coursework:	
	<ul style="list-style-type: none">• Business Law• Marketing• Business Policy & Strategy	<ul style="list-style-type: none">• Operations Management• Financial Management• Employee Development
EXPERIENCE	Wallgren Environmental Services - Universal City, TX	<i>July 2022 – Current</i>
	Technical Manager	
	<ul style="list-style-type: none">• Engineer and maintain a LIMS application, enhancing operational workflows for all staff• Develop advanced Excel spreadsheets, now integral to over 75% of laboratory tests• Optimize data management to significantly boost process efficiency and productivity• Oversee IT systems, providing system support and software development initiatives• Manage accounts receivable and invoicing, with annual incomes exceeding \$1,000,000	
	Eastex Environmental Laboratory - Nacogdoches, TX	<i>April 2021 – July 2022</i>
	Office Manager	
	<ul style="list-style-type: none">• Processed daily client samples and managed a high volume of data entry and filing• Produced and distributed over 500 detailed client reports monthly• Generated 200 invoices per month, ensuring accuracy and prompt client communication• Spearheaded quality control, ensuring all data met stringent accuracy standards• Maintained comprehensive backups of company reports and invoices within Rubex	
	Etech Global Services - Nacogdoches, TX	<i>August 2019 – March 2021</i>
	Sales Operations	
	<ul style="list-style-type: none">• Resolved over 10,000 customer inquiries, maintaining high satisfaction levels• Achieved a 25% conversion rate from inquiries to sales, enhancing company revenue• Delivered multi-client assistance, balancing simultaneous customer needs effectively• Upsold \$35,000 in accessories, contributing to the company's accessory revenue stream• Provided technical support to over 5,000 customers, improving product experience	
	Avenue Flower Shop & Greenhouse - Nacogdoches, TX	<i>July 2017 – June 2019</i>
	Supervisor	
	<ul style="list-style-type: none">• Coordinated company data and order management, optimizing operational efficiency• Balanced order details and staff workload, ensuring timely and quality service• Administered computer systems and offered technical support, reducing downtime• Designed floral arrangements for various occasions, enhancing customer satisfaction• Streamlined delivery routes, improving delivery efficiency and customer service	
SKILLS	Microsoft Office	Programming Language
	Excel, Word, Outlook, OneNote	Visual Basic, Swift
	Intuit QuickBooks	SQL
	QuickBooks Accounting Software	Database Management Language
	Crystal Reports	OMNI
	Business Intelligence Application	Point-of-Sale System