

TYLER A.J. FOSTER

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Skills

IT Project Management ■ Software Testing ■ Networking ■ Analytical ■ Supervisory ■ Business Presentations ■ IT Manual/Technical Writing ■ Sales ■ Customer Service ■ Leadership ■ Team Building

Education

- Bachelor of Science in Computer Information Science G.P.A. 3.62, Northern Caribbean University, Mandeville, 2019
- Cisco Certified Network Associate (CCNA) Levels 1 & 2, Stony Hill Heart Academy, HEART Trust/NTA, 2012
- Honors Diploma, 7 CXC including Math, English, Principles of Accounts and Principles of Business, Holmwood Technical High School, 2005

Relevant Experience – IT Projects

Pets Eating Timing System (P.E.T.S.)

Team Lead and Database Developer

Fall 2018

This system permits the user to monitor and feed their pets remotely.

- Reduced expenditure by 25% from \$80,000 to \$60,000.
- Differentiated P.E.T.S from competitors by gaining buy-in for suggestion to incorporate Wi-Fi functionality. In addition, entered team in SRC Competition in which they gained 2nd place.
- Maintained team cohesion and productivity, by engaging with team members to harmonize schedules; coaching members in working through disagreements and celebrating milestones to refocus team on project goals.
- Ensured timely delivery of shipped project components, by implementing project management strategies to mitigate international shipping delays.
- Managed project closure activities including completion of the user manual, and the presentation of the prototype with its functionalities to various persons of interest.
- **Technologies used:** *Raspberry Pi Micro, Computer, Python, MySQL database.*

Computer Hardware Analyzer Defender (C.H.A.D.)

Team Lead

Fall 2017

A security system that enables the user to secure their network smart devices from any external invasions such as botnet attacks.

- Delegated specific tasks to various skilled individuals on the team and provided oversight for overall project.
- **Technologies used:** *Visual Studio C#, MySQL database.*

Autipik, Autism Communication Software

Team Lead

Fall 2017

Allows caregivers of individuals with autism to communicate more effectively with them by using audiovisual aids.

- Managed the overall software testing for every functional aspect of the programme.
- **Technologies used:** *Visual Studio C#, MySQL database.*

Other Professional Experience

WISYNCO GROUP

Brand Ambassador

October 2017-Present

- Increased brand awareness with target market by enthusiastically educating prospective customers about the suite of products offered by the company.
- Enhanced customer service by accurate and timely responses to customers queries and recommendations to supervisors based on high-level product knowledge.
- Delivered accurate Promotional Report documentation of daily activities such as opening and closing stock of featured products.

UNICOMER JAMAICA (COURTS JAMAICA LTD)

August - December 2016

Collections/Call Centre Agent

- Preserved good customer relations by tactfully reminding customers of their outstanding balances.
- Reduced accounts receivables up to \$2M monthly by persuading customers to address their arrears.

LIME JAMAICA LIMITED, MANDEVILLE

Card Sales Representative

2012-2014

- Generated card sales of up to \$150,000 per day.
- Awarded the Most Outstanding Sales Representative, 2013.
- Responded to customer queries with quality information and timeliness, based on strong product knowledge.

PROGRESSIVE GROCERS, JAMAICA LIMITED (SHOPPERS FAIR)

Customer Services Representative and Frontend Staff Supervisor

2008-2011

- Supervised the 50-member team of frontline staff.
- Enhanced the records management system including files and database to support station officers.

Awards

Member of 2nd Place Team, in the Scientific Research Council (SRC) tertiary division, for the Pets Eating Timing System (P.E.T.S.) Software, July 2019 ■ Most Outstanding Student in the Computer Information Science Department Award, Northern Caribbean University, from Spring 2018 - Spring 2019 ■ Northern Caribbean University President Scholarship award Fall 2019 for placing second in the Scientific Research Council (SRC) competition

Professional Associations & Service

Junior President of the Computer Hardware Information Processing Specialist (CHIPS), Fall 2015 ■ Dynamic team member of NCU's student recruitment drives, Spring 2015 ■ Volunteer instructor of the Social Intervention Program (SIP) at the Manchester Parish Library children summer program, August 2018 ■ Chaplain of Computer Hardware Information Processing Specialist (CHIPS), September 2018-June 2019 ■ Served as Public Relations Officer for the centennial Graduating Class Executive Committee of 2019