**Tyler A.J. Foster**

**Malton Sub-Division, Williamsfield P.O. Manchester | (876)-798-2976 | tyler.a.foster@gmail.com**

**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*.

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**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