

# Tyler Morgan

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## Experience

### **Conservice LLC** • Logan, UT

#### **Synergy Manager, Synergy department** • March 2022 – Present

- Managed multiple national management companies' utility invoices in a streamlined and convenient process.
- Answered client questions regarding the Synergy department process and used client feedback to strengthen practices and provide a better service.
- Founding member of the Synergy Manager Quality Council. A democratized team with the intention to improve the Synergy Manager team processes and provide feedback to other teams within Conservice.
- Former co-chair of the Conservice United: LGBTQIA+ Committee. An employee resource group with 200+ members advocating for pride, inclusion, and diversity into a workplace consisting of 4,500+ employees. Main contributor to the committee's website. ([project link](#))

#### **E-bill Maintenance Specialist, Synergy department** • June 2021 – March 2022

- Created and collected logins to utility provider accounts in order to achieve a faster invoice harvesting rate and utilized paperless billing to reduce carbon footprint.
- Contributed to streamlining processes within the E-bill Maintenance team.

### **Old Navy: Gap Inc.** • Logan, UT

#### **Team Lead, Boy's department** • June 2020 – April 2021

- Oversaw the design and organization of the Boy's department at the retail store.

#### **Sales Associate** • November 2019 – June 2020

- Provided assistance to customers in need. Organized the store to company standards. Provided checkout assistance to shoppers.

## Skills and Interests

- Passion for standard process drafting. Contributed to the W3C ([w3.org](https://www.w3.org)) and follow drafts in the IETF as well as the ISO. ([sample work](#))
- Experienced in website hosting and design. Comfortable in XML, SVG, HTML, and CSS; learning Swift, JavaScript, and Rust.
- Interest in preventative cyber security. An advocate for the WebAuthn API (passkeys), Device Bound Session Credentials, and Fully Homomorphic Encryption. Made friendships with Apple, Google, Microsoft, and Mozilla engineers in response to my advocacy.

## Formal Education

### **Utah State University** • Logan, UT

*Bachelors of the Arts in Classical Double Bass Performance; 2020 – Ongoing*