

Tyler Kerswell

Vancouver, BC | 778-858-0217 | tylerkerswell@gmail.com

EDUCATION

University of British Columbia
Double major in math and computer science

Vancouver, BC
May 2025

Douglas College
General Studies

New Westminster, BC
May 2025

Riverside Secondary
Dogwood Diploma

Port Coquitlam, BC
Jun 2021

WORK EXPERIENCE

Spokes Bike Rentals
Customer Service

Vancouver, BC
Jun 2022 - Sep 2022

- Assisted over 1000+ customers daily in choosing the right bike for their needs by actively listening to their requests and suggesting appropriate options, resulting in a 98% customer satisfaction rating.
- Efficiently managed the rental and return process of up to 300 bikes per hour with minimal errors, using inventory management software.
- Maintained a friendly and approachable demeanor while handling customer complaints and conflicts, leading to an overall increase of positive reviews.

Clark Freightways
Mix bay worker

Coquitlam, BC
May 2021 - Sep 2021

- Collaborated with cross-functional teams to streamline the shipping process, resulting in a reduction of errors and faster shipping times.
- Sorted and wrapped over 500 pallets per day with utmost precision, ensuring temperature-controlled delivery of perishable products to customers.
- Proactively managed and successfully executed a broad spectrum of specialized customer requests, encompassing a wide variety of package sizes, shapes, and logistical requirements within a cold shipping warehouse environment.

Monkeysoft Solutions
Co-Op intern

Vancouver, BC
Jan 2020 - Jan 2020

- Shadowed and closely observed senior developers, gaining valuable insights into the decision-making process and best practices within a professional programming environment.
- Acquired in-depth knowledge of office-based programming systems and processes, enhancing understanding of software development lifecycle and collaborative workflows.
- Demonstrated keen enthusiasm for learning by actively engaging with development team, asking insightful questions, and seeking opportunities to expand knowledge of programming in a professional setting.
- Developed a solid foundation in understanding the practical application of programming principles, enabling a smooth transition from academic studies to a real-world tech environment.

SKILLS & INTERESTS

Skills: CompTIA A+ Certification, Microsoft Office (Excel, Word, PowerPoint), Linux, Assembly, C, C++, SQL, Java, Python, JavaScript, HTML, CSS, Communication, Critical thinking, Networking

Interests: Hiking, Chess, Biking, Camping, cooking