

# Tyler R. Wilson

---

1400 North Hamilton Street • High Point, NC 27262  
(336) 848-0767 • Tylerwilsonn49@yahoo.com

## EDUCATION

---

**Winston Salem State University**, December 2017 Winston-Salem, NC  
BS, Management Information Systems; 3.5 GPA

## SKILLS AND SOFTWARE PROFICIENCIES

---

SQL • HTML • CSS • Microsoft Visual Studio • Microsoft Office 365 • Technical Troubleshooting • Hardware Configurations • Software Installs • Problem Diagnosis • Customer Service

## WORK & LEADERSHIP EXPERIENCE

---

February 2017 - December 2017 **Winston-Salem State University** Winston-Salem, NC  
**Technology Support Intern**

- Perform diagnostics and troubleshooting of system issues, document help desk tickets/resolutions, and maintain equipment inventory lists
- Provide thorough support and problem resolution for customers
- Interact with customers using excellent communication skills
- Diagnose and repair wireless internet service, LAN networks, and email failures

May 2016- August 2016 **Ally Financial** Charlotte, NC  
**Enterprise Middleware Intern**

- Coordinated the documentation of several changes to the Middleware patching process, working closely with team members and partners in other groups
- Created an inventory of all applications and systems that needed to be updated
- Developed a patching schedule spreadsheet that helped to achieve the remediation target for the third quarter
- Established a daily change ticket report and communication process to ensure all change tickets were approved and assigned
- Presented an assignment on security vulnerability remediation and patching at the end of the internship

May 2016 – December 2017 **Association of Information Technology Professionals** Winston-Salem, NC  
**President**

- Manage a team of 6 to organize and plan events, coordinate with other campus organizations and professionals to create events beneficial to our members
- Led a group that raised over 800 textbooks in 3 weeks to support a University in Nigeria whose library was destroyed
- Developed an environment and network for technology students to grow their soft skills and develop professionally before they enter the workforce

## ACTIVITIES & HONORS

---

Dean's List; 2015, 2016, 2017 • National Association of Black Accountants • BB&T Emerging Leaders Certification • Intramural Football, Captain • Winston-Salem State University Textbook Drive • Winston Salem State University Canned Food Drive • Miracle League Baseball, Volunteer