William Tyler Layman

(724) 434-9718 | wtlayman13@gmail.com | Uniontown, PA 15401

PROFESSIONAL SUMMARY

Highly motivated senior Computer Science student, known for excellent communication and leadership skills. Skilled in problem-solving and adept at finding solutions to difficult tasks. Seeking to transition into software engineering and development, where I can leverage my skills and enthusiasm for technology to tackle new challenges and contribute to innovative solutions.

EDUCATION

Bachelors of Science: Computer Science – Wilmington University   **December 2024**

- **Relevant Coursework**

Programming With Python	Object-Oriented Programming	Computer Architecture
JavaScript I & II	Web Design and Development	Ethics: Computer Professionals
Java Programming I & II	Java Programming I & II	PHP Application Development

CERTIFICATIONS

- **PC PRO Certification** CompTIA + TestOut - 2024

SKILLS & COMPETENCIES

JavaScript | SQL | REACT | CSS | HTML | Java | Python
Object – Oriented Programming | Problem Solving | Web Design | Critical Thinking | Teamwork
Attention to Detail | Leadership | Quick Learner | Communication | Creative Thinker | Time Management | Adaptability

EXPERIENCE

Service and Engagement Leader   **August 2022 - Current**
Target

- Collaborating with my team to coordinate and perform technical tasks such as transactions, order delivery, returns, bill payments, freight work, order fulfillment, and accounting
- Implement new standards and practices for engaging with guests to cultivate a culture of loyalty with a focus on guest interaction
- Analyze and evaluate performance in each of my work centers to ensure safe operation and aid in loss prevention
- Strategize workload planning through planogram updates, product changes, and fixture resets
- Led my team through a multi-million dollar remodel of our store, successfully ensuring we maintained a stellar guest-centered environment

Team Leader   **January 2021 – July 2022**
Academy Programs

- Performed responsive counseling and intervention in youth treatment for behavioral and substance abuse disorders
- Safely restrained and deescalated physically aggressive adolescents
- Strategically organized and led events for the various youth groups on campus
- Led a staff of teacher counselors across a campus of three treatment programs housing a total of 70 students

Guest/Sales Experience Leader   **May 2018 – November 2020**
Petco

- Led the sales culture for one of the highest volume stores in the company
- Designed and implemented new initiation and greeting tactics to increase engagement and guest connection
- Oversaw the operation of around 30 partners in their day to day operation: freight, sales, animal maintenance, dog training, grooming, etc.
- Guided the CEO of the company through a store tour alongside my Store Leader after a substantial increase in performance and sales metrics
- Fostered a guest centered culture among my team to increase loyalty and maintain an 80% guest retention rate