

Joshua Tyler Anderson
534 S. Woodburn Dr.
Dothan, AL 36305
334.714.6850
Jtanderson1@crimson.ua.edu

RESUME

TYLER ANDERSON

ABOUT ME

In reviewing my resume, you will note that I have acquired valuable experience in all facets of troubleshooting, installations, and maintenance for various desktop operations, hardware, and software. I possess a unique talent for delivering highly complex technical information into terms and concepts that the end users can readily grasp. Exceptionally creative and dependable Entry Level Web Developer with a stellar customer service record and superb work ethic. Broadly and deeply knowledgeable in a wide variety of computer languages as well as the principles and techniques of website construction and maintenance. Highly adept at conveying complex technical information to a variety of professional and lay audiences in a clear and understandable manner. Furthermore, I am multi-task oriented, enjoy a challenge, and continually stay abreast of the latest advancements in the IT/Web Development field.

SKILLS

PERSONALITY

Teamwork	
Punctuality	
Creativity	
Organization	
Motivation	
Communication	
Leadership	

WORK

Adobe Photoshop	
Adobe Illustrator	
Adobe Indesign	
Adobe Dreamweaver	
Windows OS	
MAC OSX	
Microsoft Office	
Javascript	
HTML	
CSS	

WORK EXPERIENCE

TECHNICAL SUPPORT TECHNICIAN. 2014 - PRESENT.

Angeltrax, Dothan, AL

Assisting customers with any technological help related to the angeltrax mobile DVR system. Diagnosing and resolving all customer issues in a timely manner over the phone and through the use of remote log in assistance. Issuing RMA's and repairing damaged equipment as well as general computer troubleshooting.

UNIVERSITY OF ALABAMA E-TECH. 2013 - 2014.

The University Of Alabama, Tuscaloosa, AL

Provided general computer support for faculty and staff at the University of Alabama, including diagnosing and resolving software and hardware related issues. Building and executing mass installs of both Windows and Mac OSX images across a network of 2,500+ computers.

ACADEMIC OUTREACH ONLINE TECH SUPPORT. 2011 - 2013.

The University of Alabama, Tuscaloosa, AL

Provide students and faculty of the University of Alabama with technical support for the online education systems BlackBoard learn and elearning. Also manage online ACCESS courses for High schools across Alabama. Other duties included creating and maintaining various online courses.

PRINT SPECIALIST 2008 - 2010

Hardwick & Sons Printing, Dothan, AL

Assisted customers with all printing needs, such as setting up materials for print, configuring industrial printers, and finishing (cutting/trimming, mounting) of all printed products. Designed and printed business cards and flyers for various customers. Managed store front in absence of manager.

EDUCATION

BACHELOR OF ARTS IN COMMUNICATION AND INFORMATION SCIENCES, 2013

The University of Alabama, Tuscaloosa, AL

Major: Advertising Minor: Computer Technology

BACHELOR OF SCIENCE, 2016

Troy University

Major: Applied Computer Science

HIGH SCHOOL DIPLOMA, 2008

Dothan High School, Dothan, AL