

Tyler Greene

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Aspiring IT Professional with 3+ years of customer service experience and many years of personal IT troubleshooting experience. Spent time learning HTML, CSS, JavaScript, and Java in the past and currently working through Codecademy's Python 3 and command line courses. A quick learner with a knack for problem solving and the ability to keep composure while under pressure.

Professional Experience

TWIN LAKES COUNTRY CLUB, TWIN LAKES, WI

Assistant General Manager, April 2021–present

- Oversaw the transition to a new Point-of-Sale system and became the on-site tech and application support specialist
- Trained new and existing employees on software applications and troubleshot both hardware and software platforms
- Manned the pro shop to ensure quality customer service with both golf operations and merchandise sales
- Took responsibility for golf outing management and event planning resulting in smooth execution and a high level of customer satisfaction

ALE SOLUTIONS, ST. CHARLES, IL

Hotel Billing Specialist, November 2020–February 2021

- Used Scrutiny to look over hotel folios to ensure accuracy and warranted transactions
- Kept up-to-date and meticulous records in proprietary Excel program using ACT! CRM
- Systematically combined accumulated information into invoices to bill insurance companies

THRIVENT, GLEN ELLYN, IL

Financial Professional, May 2020–October 2020

- Spent extensive time in a virtual desktop environment managing and organizing large file libraries
- Worked extensively with the Salesforce platform to manage customer profiles
- Called, emailed, and networked to gain business traction and build clientele
- Ran client-facing connect, data gather, and take-action meetings up to 10 times per week

Education

HOPE INTERNATIONAL UNIVERSITY, FULLERTON, CA

Bachelor of Arts (BA) Accounting

- 3.4 GPA, Phi Beta Lambda Business Club Leader, Communication Senator for Student Government Association, Teachers Assistant for Chair of College of Business and Management

Additional Skills

- Knowledge of HTML, CSS, JavaScript, Java, Python, Salesforce, Excel