Tyler Knox

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PROFILE

Versatile, self-taught, results-oriented professional with a passion for utilizing software development to create innovative solutions to challenging problems, and using diverse experiences and skill sets to drive sustainable growth.

WORK EXPERIENCE

Bella Pizzeria   **Indianapolis, IN**
Director of Information Technology   *Mar 2016 - Present*
- Responsible for the website and public online identity of the company, in addition to designing and implementing digital marketing campaigns and tools to assist with managing internal operations and back office administration; which played a critical role in reducing overhead costs and increased net profit margin by over 15% in 2 years
- Created 12 custom back-office automation tools using HTML, CSS, JavaScript for the front-end and a LAMP stack for the back-end, which resulted in improved efficiency and saving over $50K in administrative expenses annually
- Designed and implemented an internal production web application on AWS to seamlessly integrate third-party delivery service dispatching with our point-of-sale system in real time across multiple locations, which resulted in reduced labor cost and increased order volume capacity by 400%, enabling a revenue increase of ~90K annually
- Provided both remote and on-site technical support across multiple locations for point-of-sale and digital signage systems, including networking, hardware/software installation, configuration, diagnostics, and troubleshooting for a variety of IoT devices such as computers, printers, bump screens, tablets, TVs, and DVR systems

Self-Employed   **Fishers, IN**
Freelance Web Developer   *Jun 2015 - Mar 2016*
- Completed several freelance projects featuring custom Wordpress themes & plugins, social media integration with Facebook & Twitter, and public third-party APIs from Google, Stripe, Amazon, and Spotify
- Familiarized with virtual private server & cloud hosting services from providers including Amazon Web Services, Google Cloud Platform, and CloudFlare, in addition to isolated microservices and containerization using Docker
- Gained valuable experience in developing customer relations, negotiating financial agreements, and providing detailed project management strategies for multiple clients in diverse industries

Auto Dealer Results   **Fishers, IN**
Full Stack Web Developer   *Dec 2013 - Jun 2015*
- Managed company DNS, hosting, and Linux virtual private server while evaluating numerous admin/management platforms in the process, which played a key role in maximizing value and reduced total operating costs by 16%
- Collaborated directly with auto dealerships in the midwest to develop several manufacturer-branded marketing promo websites to drive lead generation and automatically send hot leads' contact information to the client's CRM, resulting in decreased staff response time and improved customer experience which increased sales during the promotional period by over 30%
- Developed customer facing web-based CRM tool to manage multiple clients, users, and their respective leads as well as provide several customizable data import/export methods and integrations with external CRM tools, which generated the company $200K in revenue within the first six months it was launched

RELEVANT SKILLS

Linux, Apache, MySQL, PHP, HTML5, CSS3, JavaScript, AJAX, jQuery, Node.js, WebSockets, ServiceWorkers, Nginx, WordPress, DNS, SSL, LetsEncrypt, CloudFlare, cPanel, Plesk, Git, Amazon Web Services, Google Cloud Platform, Docker, SSH, Bash, Google AdWords/Analytics, HubSpot, Adobe Photoshop & Illustrator, Blender, Google Workspace, Microsoft Office 365, Quickbooks Desktop, computer systems & network administration, HR & payroll administration, employee training & development, time management, customer service

EDUCATION

Hamilton Southeastern High School   **Fishers, IN**
CORE 40 with Academic Honors   Graduated 2009

HOBBIES & INTERESTS

Programming, CAD, engineering, 3D modeling, 3D printing, Linux, motorcycles, racing, mountain biking, traveling, playing drums, listening to music, reading, making memories with my wife and two small children