

Tyler Colley

Harrison Twp. MI

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EDUCATION

Wayne State University

Detroit, MI

Major: Bachelor of Science in Business Administration

Expected Graduation: May 2028

Honors/Awards: 120 combined volunteer hours

Scholarships: Heart of Detroit

EXPERIENCE

Autobahn Leasing & Sales

Saint Claire Shores, MI

Marketing Assistant/Customer Support

Jun. 2016 – Present

- Assisted with marketing ideas/customer retention, resulting in **100 returning customers**
- Resolved **80%+** of customer inquiries on the first contact, reducing repeat contacts and improving efficiency
- Initiated a new e-mail customer inquiry template, reducing the team's response time by **30+ minutes**, ensuring streamlined efficiency

Haro Services Landscaping

New Baltimore, MI

Landscape Laborer

Jun. 2021 – August 2021

- Worked within a 4-person crew to efficiently maintain **10+ commercial properties per week**, consistently meeting deadlines
- **Performed final** walk-through checks for each property, reducing callbacks for missed details by **90%**

River Rat Restaurant

Harrison Twp., MI

Dining Room Attendant

Jun. 2022 – Aug. 2022

- Maintained an **85%** stock rate for clean glassware, silverware, and condiments at all server stations, preventing service delays
- Routinely supported 3-4 servers simultaneously by maintaining multiple sections
- Enabled the host team to seat parties **10** minutes faster on average by maintaining a steady flow of clean, sanitized, and set tables

Mobile Car Detailing

Harrison Twp., MI

Owner/Detailer

Jun. 2024 – Present

- Owned and operated a mobile car detailing business, which retained **25+ monthly customers**
- Implemented a tiered pricing model, resulting in a **\$50 increase** in the average service ticket.
- Performed an average of **5 details per week**, efficiently managing the workflow as the sole operator

LEADERSHIP & PROFESSIONAL DEVELOPMENT

Wayne State Philosophy Club

Detroit, MI

Member

Sep. 2024 – Present

- Assisted in the planning of **2+** meetings
- Assisted in the procurement of **5+** members

OTHER SKILLS & INTERESTS

Computer: Microsoft Applications (Excel, Word, PowerPoint & Outlook), Google Applications (Docs, Slides, Sheets, G-Mail)

Interests: Cars, Food, History, Movies, Music, Powerlifting, Skiing