

Tyler Shuchat

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Portfolio: <https://portfolio-site-4rwn.onrender.com>

GitHub: <https://github.com/shuchattc>

Technical professional with 6+ years of customer-facing experience in network security, VoIP, and SaaS environments. Proven ability to translate complex technical issues into clear business solutions for enterprise clients. Experienced in troubleshooting, cross-functional collaboration, client communication, and technical training. Strong foundation in web technologies (JavaScript, React, Node.js) with growing full-stack expertise.

Brings a consultative mindset, strong presentation skills, and a track record of maintaining 99.99% uptime for enterprise accounts.

Pre-Sales & Client Engagement

- Technical discovery & requirements analysis
- Explaining complex technical concepts to non-technical stakeholders
- Client-facing troubleshooting & escalation handling
- Training & onboarding technical staff

Technical Expertise

- Networking fundamentals, Cisco switching
- VoIP systems & routing
- REST APIs, JSON
- Web portals & SaaS platforms
- Debugging & root cause analysis

Web & Software Technologies

- JavaScript, React, HTML5, CSS3
- Node.js, Express
- MongoDB (learning MERN stack), MySQL
- Postman, Git, GitHub

Tools

- JIRA, ServiceNow
 - VS Code
 - Render
 - WordPress
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PROFESSIONAL EXPERIENCE

Evolve IP LLC — King of Prussia, PA

Cloud Services | Unified Communications | Security

Level 2 Network Security Operations Technician

August 2023 – December 2024

- Acted as escalation point for complex enterprise network, VoIP, and routing issues.
- Trained Tier 1 technicians on alarm handling, fraud processes, and Cisco switching.
- Collaborated with engineering teams to resolve issues impacting SaaS web portals.
- Supported high-profile enterprise clients including Madison Square Garden, Tokio Marine HCC, and Monro Tire.
- Maintained 99.99% uptime SLAs by proactively identifying and mitigating threats.
- Translated technical incidents into clear updates for clients and stakeholders.

Senior Tier 1 Network Security Operations Technician

April 2021 – August 2023

- Closed 1,748 tickets in 2022 (7% of total POD ticket volume).
- Investigated fraud alerts and suspicious network activity; partnered with Data & Voice Engineering to block malicious IPs.
- Provided real-time client communication during outages and escalations.
- Mentored and trained junior technicians on troubleshooting workflows.

Tier 1 Network Security Operations Technician

April 2019 – April 2021

- Delivered client-centered technical support via phone, email, and ticketing systems.
 - Troubleshooted proprietary SaaS tools and internal portals.
 - Coordinated cross-functional teams to resolve enterprise incidents.
 - Built strong foundation in structured troubleshooting methodologies.
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Full-Time Technical Upskilling

December 2024 – Present

- Building and deploying MERN-stack applications.
 - Strengthening consultative communication and sales skills through freelance website projects (Fiverr).
 - Deepening understanding of API integrations and SaaS architectures.
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University of Pittsburgh Medical Center (UPMC) — Williamsport, PA

PC Desktop Deployment Technician

April 2018 – April 2019

- Led device deployment logistics for enterprise environments.
 - Installed and configured software, printers, and network connections.
 - Provided on-site user training and troubleshooting support.
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EDUCATION

Washington & Jefferson College — Washington, PA

Bachelor of Arts, Computer Information Studies

Minor: East Asian Studies

Sophia University — Tokyo, Japan

Study Abroad Exchange Program

LANGUAGES

- English (Native)
- Japanese (Conversational – pursuing business-level certification)