Tyler Shuchat
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Portfolio Site
https://portfolio-site-4rwn.onrender.com

https://github.com/shuchattc?tab=repositories

Summary: Front-End Developer skilled in JavaScript, React, and building modern responsive interfaces. Brings an engineering-focused mindset from years in network operations, with strong debugging, problem-solving, and communication skills. Currently expanding full-stack capabilities through MERN projects and ongoing technical development.

Skills:

Front End Development: HTML5, CSS3, JavaScript, React, Responsive Design, Bootstrap, AJAX, JSON, Git, NPM.
Back-End / Full-Stack: Node.JS, Express, REST APIs, MongoDB (beginner, learning MERN), MySQL.
Tools / Platforms: GitHub, VS Code, Render, Postman, Photoshop, Wordpress.
IT / Networking: Cisco Switching, Networking fundamentals, troubleshooting, JIRA, ServiceNow.
Languages: Native in English conversational Japanese planning on taking business level certification next December.

Experience:

Full-Time Technical Upskilling

December 2024 - Present

- **Strengthened soft skills and sales skills by working part time building websites through Fiverr.**
- **Learned new technologies and brushed up on once learned in school through online courses via Udemy.**

Evolve IP LLC   **King of Prussia, PA**

Level 2 Network Security Operation Center Helpdesk Technician   **August 2023 - December 2024**

- Train Tier 1 Technicians on Alarms and Fraud processes, Cisco Switching, and Network Analysis.
- Diagnosed complex network, VoIP, and routing issues—sharpening analytical skills transferrable to debugging front-end applications.
- Collaborated with engineering teams to resolve issues related to the web portal.
- Handled high-volume technical tickets with precision and strong communication.

- Supported major international brands such as Madison Square Garden and Tokio Marine HCC, as well as national US Brands such as Monro Tire and Auto Service.

Senior Tier 1 Network Security Operation Center Helpdesk Technician April 2021 - August 23

- Train Junior Level Technicians on Alarms and Fraud processes
- Accomplishments: Closed 7% of all tickets submitted to support POD for 2022 totalling 1748 tickets.
- Work alarms and fraud alerting Data Engineering and Voice Engineering of any suspicious activity past our network to block offending IP and keep customers on 99.99% uptime per Service Level Agreement.

Tier 1 Network Security Operation Center Helpdesk Technician   April 2019 - April 2021

- Developed skills necessary to troubleshoot a wide range of products/scenarios using standard methods of procedure.
- Team collaboration to resolve related tickets and issues.
- Learned internal and proprietary software and portals.
- Addressed client concerns and coordinated technical functional areas to facilitate resolution.
- Provided client centered support on and off the phone, including email communication, inbound and outbound calls, and working internal tickets.
- Communicated updates or to the client in a professional manner.

University of Pittsburgh Medical Center   Williamsport, PA
PC Desktop Deployment Technician   **April 2018 - April 2019**

- Headed up logistics operations, delivering computers and printers to project locations.
- Installed software and taught users how to use their new computers.
- Made on-site corrections to fix network issues on computers.
- Installed printers and other devices on new devices.

Education:

Washington & Jefferson College   Washington, PA
Bachelor of Arts in Computer Information Studies   May 2017
Minor - East Asian Studies
Alpha Mu Gamma (Language Honor Society) for study of Chinese
Sophia University   Tokyo, Japan
Study Abroad Exchange Student   September 2015 – January 2016
Completed courses in Elementary Japanese, Film and Literature Analyses, and European Politics

Course Highlights: Web Design and Management, Mobile Application Development, Digital Media Production, Data Structures and Algorithms in Java, Data Mining, Data Visualization, Project Management, and Database Design and Management