

TYRELL BOPP

Information Technology & Services

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SKILLS

- Product Management
- Project Management
- Personnel Management
- Budgeting
- Help Desk / Technical Support
- Ticketing System Management
- Technical Training
- Inventory Management
- Vendor Contract Negotiation
- Quality Assurance
- Network Configuration

KNOWLEGABLE TECH:

Front End

- React.js
- JavaScript, ES6
- Handlebars.js Templating
- jQuery, AJAX
- HTML5
- CSS
- Bootstrap
- Responsive Design

Back End

- Node.js, NPM
- MVC Architecture
- Express.js
- MongoDB
- MySQL
- MERN Stack

DevOps / Misc.

- Git
- Heroku
- Test Driven Development
- Agile SDLC
- Windows Server / Azure / O365

REFERENCES

Available upon request

SUMMARY

Former IT project manager, burgeoning web developer. Incredibly ambitious, results driven, and fiercely passionate about the power of synergies between people and technology. Develops creative IT solutions for complex problems and sees challenges as opportunities. Recently relocated to Austin, TX for school and a dream career in IT.

EDUCATION

University of Texas at Austin – Austin, TX

May 2018 – November 2018

Full Stack Web Development Coding Boot Camp

Miami University – Oxford, OH

January 2006 – December 2011

Bachelor of Arts, Linguistics

WORK EXPERIENCE

Freelance Web Developer

August 2018 - Current

Self-Employed

- Offering full MERN stack web development or consulting services.
- **Gratify (live demo on GitHub) – Oct/Nov 2018**
What: Productivity-based web app built for collaborative task management.
Stack: React.js, Redux, JavaScript, Node.js, Express, AJAX, MongoDB, Mongoose, CSS
- **US Census Data Visualization (live demo on GitHub) – Aug/Sep 2018**
What: Website created to simplify consumption of US Census data with visuals.
Stack: Node.js, Express, MySQL, Sequelize, Charts.js, JavaScript, AJAX, Bootstrap, Heroku
- **Clicky (Memory) Game (live demo on GitHub) – Sept 2018**
What: Responsive memory game that changes state based on player interaction.
Stack: React.js, JavaScript ES6, custom CSS effects and animations

IT Project Manager

October 2017 – February 2018

Cincinnati Bell Technology Solutions (CBTS)

*6-month, contracted assignment for Mercy Health

- Lead a 6-month transformational project which allowed the company to remediate 20 windows servers resulting in a 500-thousand-dollar cost savings year over year.
- Successfully delivered software and infrastructure projects ahead of schedule and within budget by effectively communicating the business needs of stakeholders and removing barriers so that my team could work as best as possible.
- Facilitated consistently successful user acceptance testing for all software updates and implementations by working directly with software engineers and the client markets.

IT Solutions Manager

September 2015 – September 2017

Standard Textile

- Promoted position, reported to and worked directly with the VP of IT and a team of software engineers, responsible for ensuring IT was meeting the business needs for both the manufacturing division (internal customers) and commercial laundry customers (external). Frequent international travel was necessary, up to 50% of time.
- Product manager for Laundry Business System (LBS) called ControlTex, a proprietary software developed in-house and offered exclusively as a value-added service to commercial laundry customers who met a textile sales threshold. "Sold" the product, customized features, trained, implemented, and ensured high availability support.
- Successfully implemented an in-house developed manufacturing production dashboard system by effectively coordinating software engineers to develop from concept to reality "Advance Plant Resources (APR)" designed for all global manufacturing sites, which resulted in a 20% reduction in labor costs year over year globally.
- Achieved company buy-in for 3rd party software called Datatex that helped digitize the US manufacturing process from a raw materials tracking standpoint, which ultimately reduced inventory costs by about 1-million dollars year over year, and real-time loom production data for simplified plant management.

IT Training & Support Manager

June 2012 – September 2015

Standard Textile

- Leadership position, responsible for managing a help desk with 3 direct reports, providing level-1 technical support to over 3,000 global associates.
- Improved first response wait times from 2-weeks to 1-day by re-defining SLA's that made better sense to both the customer and the team. After one year, customer satisfaction ratings soared from a 65% to 90%. By increasing visibility and providing routine follow-ups after tickets were closed, good faith was restored in the Help Desk department.
- Responsible for all IT training curriculum; maximized training synergies cross-functionally for a more cohesive on-boarding experience for new associates; created LMS modules.
- Recipient of 'Outstanding Trainer' and 'Excellence in Leadership' awards.

IT Communications Coordinator

October 2011 – June 2012

Standard Textile

- Drafted company-wide IT communication emails that successfully introduced, sold, and explained all IT systems to the business, which required coordination with Help Desk.