

Tyler Degand

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| tylerdegand.com

Imaginative, collaborative Software Engineer with 2+ years experience working to improve and positively guide the customer experience through innovative and solutions-based support. Empathetic and analytical, supports company-wide initiatives by responding to issues in a timely and friendly manner.

Professional Experience

Fluz Fluz LLC | Remote

Software Engineer | February 2022 - Present

- Collaborate with design, analytics, support, and product management to identify and comprehend problems, resulting in development of solutions-focused strategies to resolve issues in a timely manner
- Serve as engineering representative for critical customer conversations to positively guide customer support experience, resulting in 10% boost in customer satisfaction
- Support company-wide initiatives to automate tasks in payment platform by providing helpful feedback to Engineering Manager, leading to 20% fewer platform errors for 3 consecutive months
- Influence design decisions of Support and Customer Success products by building tools and integrations to provide a seamless customer experience, leading to 10% jump in software downloads

PurpleWave Inc | Manhattan, KS

Full Stack Web Developer | October 2020 - February 2022

- Collaborated with Product and Engineering teams to fix bugs and implement 20+ new features to reduce customer issues by 25%
- Participated in escalations from support team to help prioritize corrections in accordance with Engineering team, leading to 10% fewer customer complaints
- Evaluated and recommended solutions to support team decision making throughout a number of projects to help exceed project deadlines by weeks

CivicPlus | Manhattan, KS

Technical Support Engineer | July 2019 - October 2020

- Assisted with escalations and fixes to enact features to decrease customer issues within 2 hours
- Worked closely with 15+ teams to fix bugs in accordance with predetermined procedures
- Created strong relationships with 100+ clients by providing detailed answers about product features

Core Competencies

Collaboration, Time Management, Software Engineering, Full Stack Web Development, Software Development, Problem Solving, Technical Leadership, Empathy, Written & Verbal Communication

Technical Skills

Typescript, Javascript, Sequelize, PostgreSQL, Jest, HTML, CSS, JQuery, Mysql, React, Elasticsearch, Linux, Git, Front-End Development, Back-End Development, Node.js

Education/Certifications

C# & ASP.net, Code Academy, 2022

Full Stack JavaScript, Team Treehouse, 2020

Projects

GameShow App

Full Stack Course App