TYLER AARON THARP
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EDUCATION
- Virginia Tech – Bachelor of Science in Meteorology May 2016
- Geography Minor/ GIS Focus

EXPERIENCE

National Oceanic and Atmospheric Administration NOAA/ CSE   **Silver Spring, MD**
Network Control Facility NCF AWIPS Systems Engineer/Administrator   February 2017 - Present
- Provide Tier 1 and 2 technical support to over 150 National Weather Service forecast offices in a 24/7 environment for AWIPS Advanced Weather Interactive Processing System
- Receive phone calls from clients and resolve issues in a timely and efficient manner that satisfies clients, maintains software functionality, and fulfills the NWS's mission statement of protecting life and property
- Utilize Remedy Software Suite to thoroughly document all actions taken to reach solutions while simultaneously exceeding Service Level Agreements (SLAs) provided by managers and the NWS
- Work independently and collaboratively with a small team of engineers
- Utilize HP Operations Manager (HPOM) to track new problems as they arise
- Balance the roles of a system administrator and a systems engineer while regularly assisting with patches and installs of Red Hat Enterprise Linux 6 and 7 (REHL 6 & 7), hardware upgrades to sites, maintenance backup and recovery to PostGres databases and ensure the Satellite Broadcast Network (SBN) is functional and online

Charlotte Marriott City Center   **Charlotte NC**
Guest Experience Expert   June 2016-January 2017
- Welcome and check in guests
- Utilize Property Management System to control rooms and maintain maximum satisfaction
- Provide feedback and input to corporate as part of Marriott's Beta Hotel Program
- Experiment with cutting edge hospitality and customer service methods to create the ideal hotel experience

The Inn at Virginia Tech and Skelton Conference Center   **Blacksburg VA**
Concierge/ Bell Staff/ Desk Customer Service Representative   May 2014–May 2016
- Welcome and check in guests and ensure expectations are satisfied
- Drive guests in hotel shuttle to various destinations and give tours
- Utilize Opera Property Management System to satisfy requests and reservations
- Promoted to Desk Customer Service Representative

EXTRACURRICULAR AND COMMUNITY ACTIVITIES
-**AMS Member**   April 2015-Present
-**Virginia Tech Meteorology Club Member**   August 2014-May 2016
-**Hokie Weather Watch - Member/ Multimedia Meteorologist**   August 2015-May 2016
-**Theta Xi Fraternity Member- Beta Omega Chapter**
    -Head chair of internal and external philanthropy   January 2014-January 2015
    -Brotherhood Chair   January 2016- May 2016
-**Hokie Storm Chase Member**
-**Climatology Undergraduate Independent research Study**   August 2015-December 2015
-**Tech Tonight Evening Meteorologist**   January 2015-May2015

CERTIFICATIONS/SKILLS
UNIX, Red Hat Enterprise Linux 6 & 7, Bash, HDF5, PostGres, SQL, CentOS, system administration, system engineering, HP Operations Manager (HPOM), Remedy, NAS, DAS, TCP/IP, LDAP, HTML5, XML, C++, CSS3, jQuery, Bootstrap, JavaScript, Git, Yum, VirtualBox, MacOS, Windows, Microsoft Office Suite, Pages, ArcGIS, ArcMap, AWIPS, METAR