

S. Tyler Buck

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Experience

OFFICE ADMINISTRATOR | US BUILDINGS | JULY 2019-JANUARY 2020

- Operation of multi-line phone and switchboard for multiple companies
- Data entry and database management
- Postage of all outgoing mail, deliver and sorting all inbound mail
- Prepare packages for FedEx, UPS and USPS
- Resolve customer conflicts

SALES REPRESENTATIVE | DELL (2020 COMPANIES AGENCY) | MAY 2018 TO DEC 2018

- Research designated leads to develop unique sales opportunities for Small Business customers
- Demonstrated high-level knowledge of Dell devices as well as Small Business Products and Solutions
- Overcome objections and developed rapport with customers and decision-makers
- Travel to different locations to meet customers' needs
- Increased sales at both locations

CUSTOMER SERVICE | EPIC GAMES (TEMPORARY CONTRACT) | FEB - MAY 2018

- Managed customer support interactions via email and live chat for Epic products
- Database entry and database management
- Communicated with management and quality control order to improve customer experience

Education

BUSINESS/MUSIC INDUSTRY | PENDING DEGREE | APPALACHIAN STATE UNIVERSITY
FULL STACK WEB DEVELOPER | CERTIFICATION COMPLETE | UNC

Skills & Abilities

ENTREPRENEURSHIP

- Managed multiple music groups over a 4-year period. Performed in over 30 venues nationwide
- Started and managed TheSlosh.com in Boone as well as ran the Social Media Pages

SALES

- Increased sales in both locations while working for Dell/2020 companies.
- Gathered sales leads for Dell and Cultivate Entertainment on a weekly basis
- Ran social media marketing campaign that resulted in a sold-out bar crawl event

COMPUTER SKILLS

- Proficient in Microsoft Office, Desk.com, Ableton
- Types 60+ WPM