Tyler Durrant

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Technical Skills

HTML/XML programming

Windows 7 & 10 installation and troubleshooting

Network Printer installation

Subnetting

Troubleshooting internet/network issues (hardware and software)

Hardware and Software installation

IT Infrastructure

Communication Skills

Microsoft Applications
  -Word
  -Excel
  -PowerPoint

Adobe Photoshop

Copy-editing

Usability Testing

Technical Writing

Work Experience

Cash Control Manager & IT Support
Seven Peaks Waterpark | May 2014 – September 2015

- Processed large amounts of cash daily ($20,000-$40,000)
- Assisted implementing new Point of Sale system
  - Installed on all computers
  - Gave feedback, reported errors
  - Trained all park employees to use
  - Administrator privileges: created accounts and permissions
- Interactions with multiple banks and an armored car company
- Hired, trained, and managed employees
- Fixed computer hardware/software issues around the amusement park
- Wrote a professional manual for the department

Survey Caller
Cicero Group | May 2013 – August 2013

- Called out to residents to ask provided survey questions and recorded their responses
- Consistently placed at top of employee survey rankings

Stock Room Help/Sales Associate
Real Deals | August 2012 – May 2013

- Helped with stocking the back room, performed inventory of shop items

Education

Utah State University
Technical and Professional Communication Major

Expected Graduation: May 2016
Current GPA: 3.46

- Dean's List
- Achievement Scholarship

Community Service

- Coordinated several service projects for Boy Scouts of America
- Eagle Scout project involving toxic waste removal
- Created documents for AmeriCorps VISTA, a national service organization