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

Technical Support Specialist
SA International | May 2016 – Present

- Provided over-the-phone support for sign-making software Flexi
- Remote control of customer computers to fix issues
- Printer configuration/software installation
- General troubleshooting (Software and Network)

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

Education

Utah State University
Technical and Professional Communication Major

Graduation: May 2016
Current GPA: 3.46

- Dean's List
- Achievement Scholarship

Salt Lake Community College
Network Administration

Expected Graduation: July 2017

Certifications

MTA – Windows Operating Systems