



Tyrail Leverett

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https://tlev.dev 

Education

MAY 2015

B.S. Information Technology / Rochester Institute of Technology

Experience

10-2017 – 12-2020

Desktop Support Technician / Computech City, Longwood FL

- Troubleshoot and resolved desktop, software, network and server issues.
- Assisted clients with the installation, configuration and ongoing usability of desktop computers, mobile devices, and networking equipment.
- Actively assist Level Twos and Level Threes on projects (i.e. system migrations, virtual server configurations, server and firewall installations).

06-2015 – 10-2017

Enterprise Technical Support / Brighthouse Networks, Clearwater FL

- Troubleshoot network service issues via phone, trouble ticket, email and client portals by providing expertise on intricate issues, including wide area (WAN), local area network (LAN), fiber and Voice technologies.
- Coordinated resolution efforts with additional departments while monitoring and apprising clients.
- Worked with upper management to streamline troubleshooting processes as well as create and maintain appropriate troubleshooting procedures.

Projects

- **Fanime** – I built a web app to view Anime shows and get recommendations. Built with Flask, React JS, and Jikan API.
- **Projeckts** – I built a project management application similar to Trello using Flask, React JS, and MongoDB.
- **Todooze** – I built a Todo application using Flask, PostgreSQL, and React JS.

Technical Skills

- **Languages:** Python, HTML/CSS, JavaScript
- **Frameworks:** Flask, React, React Native
- **Databases:** PostgreSQL, MongoDB
- **Tools:** Git, Docker

