

# Tyler Weiss

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## Education

### **Temple University - Philadelphia, PA**

**Fall 2019 – Spring 2023**

College of Science and Technology

Bachelor of Science in Computer Science

GPA: 3.48

Dean's List: Spring 2021

## Tools and Languages

Python, HTML, CSS, JavaScript, Firebase, Node.js, APIs, Bootstrap, Git/GitHub, Flutter/Dart, VS Code, IT Services

## Professional Experience

### **IT Help Desk Analyst - Penn Medicine**

**October 2023 – Present**

- Provided technical assistance to healthcare staff across six hospitals and hundreds of outpatient centers.
- Troubleshoot applications such as Microsoft 365, Windows, Epic, Duo, VPN remote issues, Avaya, Haiku, and Cerner.
- Assisted patients in resolving issues and navigating MyChart, a healthcare communication platform.
- Handled password resets and account unlocking, while documenting resolutions in Athena.

### **IT Technical Support - Temple University**

**August 2020 – May 2023**

- Delivered immediate, in-person technical support to professors in a live, on-campus classroom setting.
- Troubleshoot issues with Microsoft 365 products, Windows applications, and Zoom meetings, and resolved audio and video problems.
- Supported the operation of room/office equipment including cameras, projectors, speakers, and PC-based peripherals.

## Technical Projects

### **Portfolio Website – [www.tylerhweiss.com](http://www.tylerhweiss.com)**

- Developed a responsive portfolio website with HTML, CSS, JavaScript, and Bootstrap that showcases my technical skills.
- I implemented Content Security Policy (CSP) headers and reCAPTCHA for secure form submissions.
- For server-side functionality, I used Node.js and Express.js, and I used an SMTP server for email connectivity.

*Tools used: HTML, CSS, JavaScript, Bootstrap, Node.js*

### **Spotify Playlist Sorter Website**

- Developed a Flask web application employing HTML, CSS, and JavaScript, designed to sort user playlists effectively.
- Utilized the Spotify Web API to access and retrieve user-specific playlist data, enhancing personalization.
- Implemented a dynamic playlist management system capable of updating or creating playlists chronologically and alphabetically, based on release date, track name, and artist name.
- Developed a Python script integrated with client-side JavaScript for dynamic playlist organization.

*Tools used: Python, HTML, CSS, JavaScript, APIs*

### **Fitness Mobile Application**

- Developed a cross-platform Flutter application for creating, managing, and tracking custom workout routines.
- Integrated Firebase for user authentication and data storage.
- Developed functionality for users to create custom workouts by specifying names, exercises, sets, and repetitions.
- Developed a feature for post-workout data storage, allowing users to review their historical progress over time.

*Tools used: Flutter, Dart, Firebase*

## Leadership Opportunities

### **Pioneer Pipe**

**June 2017 – May 2023**

- In a yard management role, I was responsible for overseeing the inventory of the main yard and garage.
- Managed the loading and unloading of delivery trucks carrying pipe equipment, ensuring safe and timely delivery to various sites.
- Ensured the cleanliness and functionality of all construction equipment.

### **Boy Scouts of America - Eagle Scout**

**Earned rank in December 2018**

- Exhibited strong leadership abilities, leading and motivating others through complex tasks and community-oriented projects.