

Tyler Sandoval

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WEB DEVELOPER

SUMMARY OF QUALIFICATIONS

- Solid foundational knowledge of designing and developing full-stack web applications using .NET framework.
- Quick learner with commitment to learning and working with team members.
- Ability to deal with obstacles and crises effectively and efficiently.
- Advanced writing and strong documentation skills.
- Ability to train, coach, and teach concepts to new hires and other employees.

TECHNICAL SKILLS

Front End: HTML5, JavaScript, jQuery, jQueryUI, CSS3, Responsive/Mobile Web Development, Bootstrap

Middle Tier: Visual Studio, C#.NET, ASP.NET, LINQ, MVC, EF

Back End: ADO.NET, SQL, SQL Server, SSMSE

System Administration: A+, Security +, CCNA

INDEPENDENT DEVELOPMENT PROJECTS

- **Personal Site:** www.TylerSandoval.com
- **U Store:** Created a secure application for managing product data. Application is built to simulate an online store front with a shopping cart. Administrators have the ability to manage product, category and vendor data.
- **Final Project:** Created a secure data-driven ASP.NET MVC application from design through deployment for managing the tracking and organization of hardware and software within a company. Administrators have the ability to manage employee, department data and all details relating to assigned hardware and software.

EDUCATION AND TECHNICAL TRAINING

Centriq Training, Leawood, KS

April 2018 –
Present

Full-Stack Web Developer Program

Core Competencies:

- MVC Framework
- Trouble Shooting & Debugging
- Source Control
- Agile/Scrum (Created Team Project)

- Website Deployment
- Pair Programming
- Code Review
- Professionalism, Teamwork, Problem Solving & Effective Communication

Metropolitan Community College Kansas City, Maple Woods, MO
2018

Graduated August

Associates in Arts

Northwest Missouri State University, Maryville, MO
remaining

In progress – 24 credit hours

Bachelor of Science – Management Information Systems

PROFESSIONAL HISTORY

Commerce Bank, Kansas City, MO

August 2016 – May
2018

Merchant Services Customer Service Representative

- Answered and responded to customer and internal bank representative requests through phone queue and department mailbox that adhered to Bank's Service Level Agreement.
- Assisted merchants with troubleshooting of Point-of-Sale device issues, installation and setups, and any updates to device programming.
- Verified with use of 3rd Party that Point-of-Sale device was industry compliant, and if was not, worked with merchant to make corrections to become industry compliant.
- Assisted merchants with questions regarding bank account information, deposits, chargebacks, and account maintenance.
- Closely work with merchants to compile transaction evidence in order to properly respond back to chargebacks and retrieval requests.
- Utilized web services from processor to create new terminal IDs, order equipment, and maintain/update of merchant information.
- Utilized effective listening skills and independent judgment to ask the right questions to effectively and efficiently identify issue and determine best solution in both the short and long-term.
- Extensively used Microsoft Word and Excel to create training and application documentation of new processes and applications and distribute to team members.
- Closely worked with team members to effectively communicate and investigate any system issues or outages in order to effectively communicate with merchants and bank representatives involved.
- Received 2 Blue Chip Company Awards and 5 Kudo recognitions for Customer Service skills.

Midwest Ag. Agency, Kansas City, MO
2016

September 2014 – February

Sales Intern

- Cold-called prospective clients in regards to farm equipment insurance needs, and composed letters to discuss packages with customers.
- Answered and followed through with any client communications, such as policy and account questions or concerns.
- Utilized effective listening skills and independent judgment to ask the right questions and discern clients' needs, as they can change often.

- Prepared simple office documents such as client information and files, performed property mapping and took pictures for records.

Pizza Hut, Platte City, MO
2014

June 2012 – August

Delivery Driver

- Assisted in receiving telephone orders and checking customers' orders and information for accuracy to ensure a proper delivery.
- Delivered customer's orders within the appropriate amount of time, as per company standards.
- Maintained correct count of a "driver bank" and accurately reported tips upon completion of a work shift.
- Received, labeled, and appropriately stored food product and other workplace goods in an efficient system outlined by management and corporate policy.

Office Max, Kansas City, MO
2011

October 2007 – November

Sales Associate

- Ensured all customers' needs were met with speed and precision through open-ended questions, interactions, and a positive experience while in the store.
- Maintained a high level of professionalism and exhibited core company values while dealing with upset and/or difficult customers.
- Supported stock integrity through proper stocking, pricing techniques, and handling of shipment arrivals as per company standards.
- Reorganized store layout as mandated through weekly planogram updates through the corporate portal webpage, and maintained proper filing of related paperwork for manager review and approval.
- Operated the cash registers with speed and accuracy to keep lines to a minimum and provide a positive experience during the checkout process.
- Used proper money handling techniques to ensure correct change was distributed, drawer money count was correct, and additional change could be obtained as needed.
- Received a 3-year work service award, in addition to recognition cards awarded by management and fellow associates.