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Tyler J. Hance

Full-Stack Web Developer

Professional Summary:

My name is Tyler Hance and I am currently a technical support specialist for Transformative Wave. I am an aspiring full-stack web developer currently attending the UW Coding Bootcamp. I am looking for a role where I can contribute my skills to the exciting technological advances happening in web development.

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LinkedIn
GitHub
My Portfolio

Skills

- HTML/CSS
- REACT
- JavaScript/jQuery
- REST APIs
- Node.js
- Git
- MySQL/MongoDB
- Sequelize (ORM)
- Mongoose (ODM)
- Performance optimization
- Troubleshooting and diagnostics
- Customer service expert
- Technical documents comprehension
- Excellent problem-solving abilities
- Ambition to learn
- Written and oral communication

Work History:

Transformative Wave - **Technical Support Specialist**
03/2018 - Current

- Provides remote and local technical support for HVAC control systems across the continental United States.
- Configures automation controllers and wireless access points with site-specific MAC/IP address configurations and firewall rules using:
  - Lynxspring Easy/IO Automation controllers
  - Mikrotik Ubiquiti Wireless Access Points
- Performs remote VPN troubleshooting, monitoring, deployment and administration activities supporting multiple locations nationwide:
  - Contract with all H&M retail clothing stores (over 600 stores) and Walmart/Sam's Club (over 300) nationwide as their primary building controls/monitoring solution.
- Experienced with Windows/Mac OS.
- Adept remote troubleshooting of site modems, routers/switches, servers and other various forms of communication using:
  - TeamViewer, SSH, Winbox, Windows Remote Desktop, Niagara Workbench, and Tridium Niagara programming.
- Trains new/existing clients and employees annually to use the controls platform with utmost efficiency.
- Programming, configuring, and building up new stations on Tridium based Niagara servers.
- Experienced in creating, noting, and resolving customer issues within the Freshdesk ticketing system.

Education

UW Coding Bootcamp
03/16/21-09/02/21
Full-Stack Development Certificate

Bellevue College
Bellevue, WA

Performance Mechanical - **Facilities Coordinator**
Kent, WA
08/2017 - 03/2018

- Tracked and maintained inventory using SAMPro and Microsoft Excel.
- Estimated value of inventory: $50,000
- Forklift certified.
- Unloading HVAC units (RTU's, VAV's, Industrial Fryers/Freezers, etc.) from freight trucks.
- Constant communication with Project Managers when equipment arrives so we can work together to coordinate when/where to deliver equipment for jobs.
- Processing RMA's and returning damaged/unused parts for credit back to the company.
- Oversaw office inventory activities, including ordering and requisitions, stocking and shipment receiving.

Pj's Painting - **General Contractor**
06/2016 - 08/2017

- Member of a 2-person team (Father/Son) responsible for customer engagement and quality control.
- Ensured quality prep work is done prior to painting.
- Communicating clearly with customers when problems arise to find a resolution that works for both parties.
- Maintained top standards of excellence in work.
- Completed jobs for contractors, residential, and commercial clients in an efficient and professional manner.

Projects:

Cook 'N' Brew - Find a meal and brewery app
Built with: Materialize, HTML/CSS, JavaScript, OpenBrewery DB API, Meal DB API.

- I was responsible for building out the "Find Brewery" functionality using JavaScript and the Open Brewery DB API.
- I also assisted with the event handler functionality for getting the local breweries by location on the user input for their city.
- Utilized Materialize CSS to build out a modal which holds all the brewery fetch data after the user inputs their city.
- You can find the deployed app here @ Cook'N'Brew.
- Check out the GitHub repo Here.

Gift-List - Gift Registry
***Built with*:** HTML/CSS/JavaScript, Bootstrap, Sequelize, MySQL, TestCafe, Node.js, Express, Handlebars, NPM, Deployed to Heroku

- I worked with a team in building out a gift registry. The application aims to make keeping track of gifts for family and friends much easier by allowing a user to create an account, create a gift by taking into account who the gift receiver is, and what they are getting for them.
- I was mainly responsible for writing and testing the routes for the API calls and user login/logout.
- Check out the deployed app on Heroku [Here.](#)
- Check out the GiHub repo [Here](#).