

# Tyler W. Hill

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## EDUCATION

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**Bachelor of Science, Economics**

**Graduation 04/18**

**Minor: Mathematics**

*Brigham Young University*

*Provo, UT*

- Graduated Cum Laude, 3.92 Overall GPA
- Courses included Intermediate Price Theory, Applied Econometrics, Intro to Programming, Public Speaking, Persuasive Writing, and Writing with Style

## WORK EXPERIENCE

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**Product Specialist**

**06/18 – 03/19**

*Qualtrics*

*Provo, UT*

- Maintained a 4.82/5 customer satisfaction rating while giving technical support to clients, often having to deliver bad news and communicate alternative solutions under pressure
- Resolved blocking system issues for clients facing tight deadlines
- Recorded all instructional videos for a new employee training program on a specialty product

**Writing Center Tutor**

**01/17 – 04/18**

*English Department, Brigham Young University*

*Provo, UT*

- Trained students to write in all disciplines, including persuasive and creative writing
- Recorded 8- to 10-minute instructional videos for students

**Journalism Intern**

**05/17 – 07/17**

*Estonian World*

*Tallinn, Estonia*

- Published articles on the Estonian World website, which has 30,000 Facebook followers and is the largest English news source about Estonia
- Conducted interviews with business executives, editing their comments into engaging features on the tech scene in Estonia
- Proposed a story idea to the chief editor after researching local happenings on Twitter, then set up the needed interview and published the article

## VOLUNTEER EXPERIENCE

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**Full-time Volunteer**

**06/13 – 04/15**

*The Church of Jesus Christ of Latter-day Saints*

*Anchorage, AK*

- Consistently worked 10- to 12-hour days for two years
- Frequently gave sermons and lessons to large congregations
- Led monthly trainings of 22 other full-time volunteers for a period of six months