

Tyler Cave

trcave@gmail.com ❖ (817) 808-7887 ❖ Fort Worth, TX ❖ [GitHub](#)

CERTIFICATIONS & SKILLS

- **Certifications:** CompTIA A+ (Ongoing, planned to complete April 2024)
- **Skills:** Hardware/software troubleshooter; proficient in Windows, macOS, Linux; patient and empathetic communicator; creative problem solver; quick learner; adaptable to new technologies

PROJECTS

Multi-Platform Virtualization Project

Active Directory, VirtualBox, Ubuntu, Windows, CLI

- Involved the deployment and management of multiple virtual machines on Linux and Windows platforms using VirtualBox tools. Demonstrated expertise in virtualization technologies, system administration, and cross-platform compatibility. Installed and utilized Active Directory to add / remove accounts and reset passwords.

Maintenance of PCs and Networks

PC, Ethernet, Wi-Fi

- Built and managed several PCs. Ensured the proper functioning, security, and optimization of both individual computers (PCs) and the network. This includes software updates, hardware upgrades, troubleshooting, and implementing security measures to enhance overall system performance and reliability.

[JavaScript Calculator](#)

JavaScript, HTML, CSS

- Developed a responsive web-based calculator using JavaScript, HTML, and CSS. Implemented arithmetic operations, robust error handling, and conducted thorough testing for accuracy. Demonstrates proficiency in front-end development, event-driven programming, and documentation for maintainability. Responsive design ensures optimal user experience across various devices.

EDUCATION

Dallas Baptist University

May, 2016

B.B.A., Music Business

Dallas, TX

- 3.7 GPA
- Dean's List 2013-2016

WORK EXPERIENCE

EnlivenHealth

Nov. 2023 – Present

Inside Sales Representative

(Remote)

Fort Worth, TX (Remote)

- Work with independent pharmacy owners to determine their needs and then recommend the best software solutions for them.
- Achieve daily activity requirements of 40 calls per day, or 120 minutes of talk time per day.
- Deliver excellent customer service that ensures ongoing sales and high levels of customer satisfaction.

Musicbed

Feb. 2022 – Sept. 2023

Customer Service / Licensing Account Executive

Fort Worth, TX

(Remote)

- Close 80 to 100 deals per month on average.
- Build and nurture 50+ relationships with repeat customers, assisting with clients' needs and solving problems.
- Be an effective liaison between the filmmaker and the artist representative, copyright owner, or record label.

INTERESTS

- Drums / percussion; dad jokes; bumbling chef; sci-fi books (currently reading The Expanse); board games