Tyler Phenix

Contact

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LinkedIn

https://www.linkedin.com
/in/tyler-phenix-604098149

WWW

https://github.com/typ64

Skills

ASP.NET and MVC

Average

Adobe Products
(Dreamweaver, Photoshop,
Premiere, etc.)

Very Good

Agile/SCRUM and Six Sigma

Very Good

Programming (C++, Java
(including app
development), Python, C#,
AJAX, etc.)

Very Good

Big Data (Apache

Customer-centered visionary with a background providing technical support and assistance to clients and staff. A driven Software Engineer known for having an exceptional work ethic and teamwork, great communication skills and talent as a critical thinker.

Work History

2018-06 - 2019-10

Technical Analyst

ITG | HCA, Kansas City, MO

- Conducted upgrades to make sure Technical Analysts team met 100%+ of projected Sprint goals 3 consecutive months
- Preformed technical expert troubleshooting efforts for software and hardware for all healthcare users, sometimes remotely for remote users
- Assisted in acquisitions, installs, and maintenance of new information system technology and clinics
- Added to HCA's ongoing knowledge base files to make assisting users simpler for coworkers
- Trained coworkers with using new ticketing management system
- Developed/researched innovative solutions to allow more automation (e.g. Scripting and other innovative techniques)
- Strove to improve services and technologies through continued analysis of system performance

2017-08 - 2018-06

Information Security Intern

ITG | HCA, Kansas City, MO

- Created multiple information security tools that aided teammates in projects sent from corporate that affected all division employees using Excel Tools and VBScript
- Secured HCA from information security threats especially when using various technologies
- Became first SCRUM Master for Information Security team and ultimately trained others to be SCRUM masters
- Managed approximately 20 emails and 5 security threats per week

2017-01 -

Service Desk Analyst II

Tools/Languages, Hadoop, Scala, Spark SQL, Pig, etc.)

Good

Website Design and User Interface (HTML, CSS, Javascript, jQuery)

Very Good

Information security

Good

Data Manipulation (JSON, XML, ect.)

Very Good

Operating Systems (Linux, MAC, and Windows)

Excellent

Microsoft Products (Excel, Word, etc.)

Excellent

User Access

Very Good

MySQL, SQL Server, Oracle, Databases

Very Good

Power Shell, Terminal, Command Line

Good

Software Testing

Average

Troubleshooting/Technical Support (hardware and software)

Excellent

2017-08

NAIC, Kansas City, MO
- Provided support for multiple cutting-edge, industry-leading applications that were used for businesses to submit documents to government agencies while using NAIC's team environment strategies
- Created knowledge base articles to advance knowledge of peers and future employees
- Provided access control to NAIC applications/system for users based on their job roles
- Educated peers on relational database and developing high-quality SQL queries
- Managed more than 30 incoming calls and emails per day from customers

2015-11 - 2016-12

Web Content Intern
NAIC, Kansas City, MO
- Earned 2 Star Rewards (one of 2 highest rewards NAIC offered to their employees) for outstanding work on 2 separate projects
- Programmed/built innovative code that was used in production to solve ongoing challenges
- Kept website up to date with posting from each department for both internal and external webpages
- Designed HTML, CSS, JavaScript, and jQuery-based webpages for internal and external users

Education

2015-01 - 2017-12

Bachelor of Arts: Information Technology
University of Missouri - Kansas City - Kansas City, MO

2012-08 - 2014-12

Associate of Science: Computer Science
Metropolitan Community College of Kansas City - Lee's Summit, MO

Portfolio

My Online Resume
https://github.com/typ64/online_resume
- Created my online resume using jQuery/JavaScript,

CSS, HTML to present my talents, experience, and introduce myself
- Organized and optimized the text within my resume using jQuery/JavaScript functions and statements (e.g. I created a "boldFirstLetter" class to bold the first letter of every word within the tags, expect the words/symbols I specified, instead of manually changing the font-weight of each letter)
- Constructed my website to be responsive (i.e. function properly and look similar on any device)
- Used ReactJS [JSX] to allow the user to expand the details of the hobbies listed on the About page

Budget Watch App

https://github.com/typ64/449_project
- Designed a Java based Android mobile application to help users keep track of what they buy while shopping to help them stay on budget
- Implemented efficient functions to keep a dynamic running total to make the app more user friendly and increase efficiency
- Demonstrated good coding practices by keeping my business logic code separate from my user interface [UI] code and refactoring functions that lacked efficiency

Big Data Project

https://github.com/typ64/bigdata
- Developed queries using Apache Hadoop software, Spark Shell and Scala programming language to extract 2000 tweets based on the keyword "trump"
- Performed over 20 queries on the data to analyze it and find specific trends within the data
- Produced concise quires to best obtain the results needed and extracted the output to a commaseparated values (CSV) file for simpler analysis