***Tyler R. Phenix***

Tyler Phenix's Resume Online: <http://t.web.umkc.edu/trpgy5/resume/tyler_phenix.html>

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**Summary**

Zealous and eager Desktop Technical Analyst with vast knowledge in variegated professional experiences. Consummate team player and a dexterous learner and teacher who cultivates inspiration from both peers and self. Passionate about peer-to-peer education, gaining new skills, and the development of software while also developing character.

**Education**

**Bachelor of Information Technology (BIT) with minor in Business Administration**-----------------------December 2017

University of Missouri - Kansas City – Kansas City, MO

**Associate in Computer Science (ACS) with an emphasis in Computer Information Systems**------------December 2014

Metropolitan Community College of Kansas City - Longview– Kansas City, MO

**Skills**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| *Computer* | Programming (C++, Java (including app development), Python, C#, etc.) |  |  |  |  |  |
|  | Database (MySQL and Oracle) |  |  |  |  |  |
|  | Big Data command prompt languages and other Apache Tools/Languages (Hadoop, Scala, Spark SQL, Pig, etc.) |  |  |  |  |  |
|  | Web Design (e.g. JavaScript/jQuery, HTML5, CSS3, ASP.NET, PHP etc.) |  |  |  |  |  |
|  | Data and data manipulation (XML, JSON, Ajax, etc.) |  |  |  |  |  |
|  | Networking |  |  |  |  |  |
| *Personal* | Oral and written communication |  |  |  |  |  |
|  | Time management, organizational, prioritization, and planning (including Agile Planning/SCRUM) |  |  |  |  |  |
|  | Decision making, analytical and problem solving |  |  |  |  |  |
|  | Creativity |  |  |  |  |  |
|  | Adaptability |  |  |  |  |  |
|  | Independent working |  |  |  |  |  |
|  | Teamwork |  |  |  |  |  |
| *Software* | Adobe products and various graphic design editors (e.g. Premiere, Photoshop, Dreamweaver, Gimp etc.) |  |  |  |  |  |
|  | Microsoft Office products (e.g. Word, Excel, PowerPoint, SharePoint, etc.) |  |  |  |  |  |
|  | various Integrated Development Environment (IDE) applications (e.g. Dreamweaver, NetBeans, Microsoft Visual Studios, Eclipse, etc.) |  |  |  |  |  |
|  | Command Prompt/Power Shell (Windows), Terminal (Linux and Mac) |  |  |  |  |  |
|  | Service Management and Issue Tracking Platforms (e.g. JIRA [JIRA ServiceDesk], ServiceNow [ServiceCentral], BMC [Remedy]) |  |  |  |  |  |

**Internship Experience**

**Information Security Intern** -------------------------------------------------------------------------------August 2017 – June 2018

**I**nformation **T**echnology **&** **S**ervices | **H**ospitals **C**orporation of **A**merica –Kansas City, MO

* Protected the company from information security threats
* Created multiple information security tools that aided teammates in projects sent from corporate that affected all division employees
* Completed 3 Security Risk Assessments to ensure facilities (hospitals and ambulatory surgery centers) followed HIPAA Security Guidelines
* Assisted in hosting 4 Facility Security Committee meetings to update facility leaders on information security incidents and get feedback on information security related concerns
* Became the first SCRUM Master for our team and ultimately trained others to be SCRUM masters

**Web Content Intern**-------------------------------------------------------------------------------November 2015 – December 2016

**N**ational **As**sociation of **I**nsurance **C**ommissioners – Kansas City, MO

* Programmed innovative code that was used in production to solve ongoing challenges
* Earned 2 Star Rewards (one of the highest rewards the company offers to their employees) for outstanding work on 2 separate projects
* Kept website up to date with posting from each department for both internal and external webpages
* Promptly updated the Nation Meetings page for 2 National Meetings to ensure the correct and current information was available for leaders, staff, and those who needed to view the information

**Work Experience**

**Technical Analyst**----------------------------------------------------------------------------------------------------June 2018 – Present

**I**nformation **T**echnology **&** **S**ervices | **H**ospitals **C**orporation of **A**merica –Kansas City, MO

* Provide support for mostly caretakers but also any other users at HCA facilities
* Manage hospital IT incidents and projects that untimely impacted patient care
* Add to the ongoing knowledge base files to make assisting users simpler for coworkers
* Train coworkers with using new ticketing management system
* Develop innovative solutions that benefited coworkers and the company by simplifying task

**Service Desk Analyst II**----------------------------------------------------------------------------------January 2017 – August 2017

**N**ational **A**ssociation of **I**nsurance **C**ommissioners – Kansas City, MO

* Provided support for multiple applications that were used for businesses to submit documents to government agencies
* Created knowledge base articles to advance the knowledge of peers and future employees
* Trained interns and other coworkers with using new ticketing management system
* Educated peers on relational databases and SQL

**Certified Technician**-----------------------------------------------------------------------------------August 2012 – November 2015

Sears Automotive– Independence, MO

* Successfully fulfilled work orders with efficiency and in accordance with Sears Automotive standards and automotive dealer specifications
* Explained vehicle diagnoses/troubleshooting steps for required repairs in a non-technical manner to service the Customer Service Advisor (CSA) and customers
* Continuously learned new technical information, advancements and techniques in formal and self-study training sessions to stay familiar with rapidly changing technology and to expand knowledge in the automotive and customer service workforce
* Inspected and tested new vehicles and recorded findings so that necessary repairs could be made

**PROJECTS**

*My Online Resume*

<http://t.web.umkc.edu/trpgy5/resume/tyler_phenix.html>

* 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)

*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/>

* Extracted almost 2000 tweets based on the keyword “trump” and performed over 20 queries on the data to analyze it and find certain trends
* Produced concise quires to best obtain the results needed and extracted the output to a comma-separated values (CSV) file for simpler analysis