

# Tyler Shively

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## SUMMARY OF QUALIFICATIONS

**Training:** Trained new employees on work protocols; conducted new-hire programming

**Customer Service:** Experience assisting diverse customers, problem-solving, and resolving escalated issues

**Communication:** Interpersonal, collaboration, and presentation skills with people of diverse backgrounds and importance

**Leadership:** Managed a team of people with a diverse set of skills and backgrounds for a common goal, Manage 25+ children in camp activities, understand when problems need solving.

## EDUCATION

**Bachelor of Science, College of Aviation, Science, and Tech**

Unmanned Aircraft Systems

Lewis University, Romeoville, IL

Expected: December 2023

GPA: 3.0/4.0

Advanced Honors Diploma

Construction Technology

Northwest Career and Technical Academy, Las Vegas, NV

Graduated: May 2019

## WORK EXPERIENCE

**Delivery Amazon Associate**

May 2021– August 2021

Amazon Delivery

- Handle thousands of packages daily with various sizes and weights
- Solved diverse problems within the center
- Solved diverse problems with the drivers
- Train new employees as to each role's job in the warehouse
- Collaborate with managers and leaders to update the flow and concerns with sortation
- Help other associates meet quotas and timed tasks

**The UPS Store Associate**

May 2020 – August 2020

Las Vegas, NV

- Train 1 – 2 new employees each month on store policies, upselling, and customer service
- Assist diverse array of customers with their selections of boxes and purchases
- Process 50+ cash and credit transactions daily; balance cash drawer
- Resolve customer complaints to ensure satisfaction and promote repeat business
- Resolve customer problems allowing
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**Southern Nevada Lacrosse Association Referee**

May 2018- August 2018

Las Vegas, NV

- Referee for U8-U10
- Resolving escalated and critical times during the games

## HONORS AND AWARDS

- Dean's List, Lewis University, two semesters
- Recipient, NV Energy Endowment Scholarship, 2019
- OSHA Certified, 2018
- Recipient, Athletic Scholarship Men's Lacrosse, 2019-Present

## LEADERSHIP, ACTIVITIES, AND VOLUNTEER EXPERIENCE

- Member, Lewis University Men's Lacrosse Team, 2019 – Present
- Member, Palo Verde Men's Lacrosse Team, Captain, 2016 – 2019
- Volunteer Mentor, Camp Invention , June 2017 and June 2018

## LANGUAGES AND COMPUTER SKILLS

- Proficient in MS Word, MS Excel, MS PowerPoint, Google Docs/Forms/Slides/Sheets
- Familiar with Python
- Proficient in major social media outlets including Instagram, YouTube, Pinterest, LinkedIn, Instagram, and Twitter; able to promote community outreach activities and events via social media posts