

# Tyler Young

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I am currently a customer support expert at (mt) Media Temple, a web hosting company in Los Angeles, where I leverage my strong technical and communication skills to help our customers and improve our products.

## Professional Experience:

(mt) Media Temple 1/14 - Present  
Customer Support Agent

- Troubleshoot issues with LAMP servers and website development
- Filed bug reports using JIRA bug tracking software
- Maintained a customer satisfaction rating of over 95%
- Helped train new team members, assisted other agents with troubleshooting

Independent Game Developer 5/13 - Present

- Developed games using the Unity game engine
- Scripted in JavaScript programming language

Willamette University College of Liberal Arts Department of Psychology 5/12 – 5/13  
Research Assistant: Professor Jeremy Miller

- Conducted studies using student and community-member participants
- Performed statistical analysis of results and assisted in authoring research paper

## Education:

Willamette University College of Liberal Arts 8/09 – 5/13  
BA Psychology – Economics Minor  
Merit Scholarship

Thesis: The Effectiveness of Educational Video Games in a Classroom Setting

## Achievements:

Eagle Scout (2008)

Published:

Dixon, K., Young, T. & Miller, J. (2013, August). The Influence of Selective Attention during Memory Retrieval on Subsequent Memory Performance in Young and Older Adults. Poster session presented at the 35th Annual Conference of the Cognitive Science Society. Berlin, Germany.

Accepted into Mensa

## Skills:

Linux, technical writing, JIRA, Microsoft Office Suite, Adobe Creative Suite, Graphic Design

## Interests:

Reading, Graphic Design, Photography, Camping, Travel, Gaming, Cooking