Tyler Young

C: (360) 601-4398 I Los Angeles, CA I tyler@tyler-young.com

Motivated customer support expert and software developer, leveraging strong technical and communication skills to smooth the learning curve of adopting new technologies and facilitate user success.

Independent Developer   5/13 - Present
- Developed games using the Unity and GameMaker Studio game engines
- Created a profitable algorithm for trading currencies on the foreign exchange market
- Scripted in C#, JavaScript, and Python programming languages

Professional Experience:
(mt) Media Temple   1/14 – 7/17
Customer Support Agent
- Troubleshot issues with LAMP servers and website development
- Filed bug reports and maintained internal knowledge base documentation
- Wrote clear instructions for many common problems to be used by colleagues
- Maintained a customer satisfaction rating of over 95%
- Trained new team members, assisted other agents with troubleshooting
- Member of incident management team for outages and customer-facing issues

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
- Co-authored research paper and performed statistical analysis of results

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:
Technical writing, JIRA, C#, Javascipt, Python, Linux, Adobe Creative Suite, Microsoft Office Suite, Graphic Design

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