

Tyler Hudson

tylerhudson96@gmail.com | www.tylerhudson.dev | linkedin.com/in/hudsonsd | github.com/Hudson-TD

SUMMARY

Experienced business professional with a strong background in customer support operations. I am eager to transform my love of technology, commitment to continuous learning, and customer-centric mindset into a rewarding career in web development.

SKILLS & COMPETENCIES

<u>Core</u>	<u>Front-End</u>	<u>Back-End</u>	<u>Database</u>	<u>Supplemental</u>
JavaScript	React	Node.js	MySQL	Git
HTML	Bootstrap	Express	Sequelize	Jest
CSS	Tailwind CSS		MongoDB	Cypress
SQL	Chakra UI		Mongoose	Storybook

PERSONAL PROJECTS

Parallel-GPT - React, Node.js, Express, MongoDB

- Full-stack web application leveraging the OpenAi 3.5 GPT model. Use of MVC paradigm with a heavy focus on authentication and authorization of user accounts.

Ecommerce Clone - React, Node.js, Express, MongoDB

- Designed and developed a MERN stack application with a dynamic shopping cart component, Stripe checkout feature, and CRUD operations.

Battleship - JavaScript, HTML, CSS, Webpack

- Turn based strategy game incorporating AI opponent logic, heavy DOM traversal & manipulation, and game state management with vanilla JavaScript.

WORK EXPERIENCE

Cox Automotive Inc

Supervisor – Technical Client Services (Jan 2021 – Jan 2024)

- Consistently met a 90% or higher average customer satisfaction threshold across 2,000 post resolution surveys.
- Built and maintained shell script tooling targeting API endpoints improving the capabilities of L1 support staff.
- Conducted content and styling updates to 12 client websites via Makeswift builder and custom HTML & CSS.

Clutch Technologies - Acquired by Cox Automotive

Client Support Manager (Mar 2020 – Jan 2021)

Account Operations Manager (Dec 2019 – Mar 2020)

Fleet Concierge (Jul 2018 – Dec 2019)

- Established a four member B2B SaaS support team responsible for all inbound technical inquiries or issues encountered by customers using our platform.
- Implemented and maintained over 15 Zendesk macros and triggers to help meet contracted SLAs.
- Operated vehicles with a total value exceeding \$4,000,000 with 0 accidents and an average customer service satisfaction rating of 92%.

EDUCATION

University of South Carolina

Bachelor of Science in Business Administration, Marketing

- Honors Graduate, 3.5 cumulative GPA
- Radio Host (DJ) for WUSC-FM, a student operated radio station.

May 2018
Columbia, SC

CERTIFICATIONS

Georgia Institute of Technology – edX

Full Stack Web Development Bootcamp

Dec 2022
Atlanta, Ga