Tyler D. Yeary

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Education

University of Dayton **Dayton, OH**
Bachelor of Science, Minor in Spanish Graduated May 2023

Professional Skills

-Python Script Experience	-Hardware Diagnostics	-Bilingual: English, Spanish
-ITIL ITSM Ticketing Systems	-Windows and Mac OS Troubleshooting	-Microsoft Office 365
-VMWare Experience	-ServiceNow Experience	-Active Directory

Work Experience

Wolverine Worldwide Inc. **Rockford, MI**
Helpdesk Support II (Contracted via Teksystems, Inc.) October 2024 – Present

- Provided Tier 2 support by diagnosing complex OS, hardware, and application issues; reduced escalations through structured troubleshooting and root-cause analysis
- Documented procedures, system behaviors, and common fixes to improve knowledge sharing and operational consistency across the team
- Created Windows Powershell scripts to automate repeatable troubleshooting tasks
- Catalogued all printers across campus and created a detailed map to streamline troubleshooting and maintenance.

University of Dayton Information Technology **Dayton, OH**
Senior Technical Support Analyst - Service Desk Lead March 2022-May 2023

- Served the campus community of over 8500+ customers through in person and remote technical support
- Oversaw and lead a team of 20+ student employees, ensuring quality customer service is provided to students, faculty, and staff members of the University of Dayton community
- Coordinated solo and team-based projects to define workflows and training protocols
- Oversaw student statistics to ensure high level of troubleshooting skills, knowledge, and efficiency
- Exercised the ability to effectively communicate with university users, providing excellent customer service delivering IT-related solutions in an expedited manner
- Collaborated with IT teams including, networking, web development, infrastructure, and security to deliver IT solutions

Technical Support Analyst August 2021-March 2022

- Documented incident and resolution information in Team Dynamix ticketing system
- Excelled in asking probing questions and researching, analyzing and rectifying problems
- Maintained a series of newsletters regarding current cyber security topics and cyber mindfulness tips
- Onboarded and trained new employees on current policies and procedures

Technical Support Representative November 2020-August 2021

- Provided first level technical support regarding computer, email, hardware, software, and account issues
- Escalated issues to the proper help desk associate and followed up on any escalated issues
- Trained new employees on current policies and procedures
- Provided classroom technology support for professors and students

Certifications

MD-102 - Endpoint Administrator Associate Certification July 2026