

# Tyler Stennette

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**Tableau Public:**  
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#!/

## EDUCATION

### SAN JOSE STATE UNIVERSITY

*San Jose, CA*

*Business Management Information Systems (MIS) (Expected Graduation: Fall 2023)*

*Extracurricular Activities*

- Member at SJSU MIS Association (MISA)

## SKILLS

**Proficient:** Microsoft Office Suite (Word, PowerPoint, Excel), SQL SELECT, Aloha POS, Python

**Intermediate:** Tableau, Gantt charts, Google Suite (Docs, Sheets, Gmail, Calendar)

**Some Experience:** Agile, Adobe Creative Suite

## CERTIFICATIONS

Business Metrics for Data-Driven Companies from Coursera

## CAREER OBJECTIVE

Diligent Business MIS student currently attending San Jose State University, with 8+ years of work experience. Aiming to leverage a proven knowledge of customer needs assessment, project management, and problem-solving skills to successfully fill a project manager role at your company. Frequently praised as detail-oriented by my peers (professional and academic), I can be relied upon to help your company achieve its goals.

## EXPERIENCE

### Technical Support Analyst

*Facebook (via Accenture), Mountain View, CA / Oct 2021 – Present*

- Collaborate with Instagram business specialists, engineers, and other analysts to resolve advertising bugs and explain common product confusions
- Manage product queue to ensure client's tickets are assigned to analysts and SLA is not breached
- 97% business critical and behavioral compliance on completed cases for Instagram advertisers product
- Conduct nesting sessions for new hires to guide them through proper procedures and techniques to effectively communicate with the client

### SERVER/CATERING ASSOCIATE

*Smoking Pig BBQ, SAN JOSE, CA / Mar 2016 – Oct 2021*

- Anticipate, identify and fulfill guest needs and clarify special orders
- top 3 in sales (May, June 2019)
- train new staff on floor operations and procedures to ensure mistakes are kept to a minimum
- strong ability to handle high order volume in a fast-paced, omni-channel restaurant
- Troubleshoot issues related to Aloha POS

### SHIPPING ASSOCIATE

*Australian Products Company, SAN JOSE, CA / Jun 2013 - Jun 2015*

- determine optimal shipping method given weight and size of customer orders
- calculate duty for international shipments to Canada, Mexico and other countries
- provide excellent customer service via phone or in person to assess customer needs and execute sales for various products imported from Australia

### TEACHER'S ASSISTANT

*San Jose State University, SAN JOSE, CA / Jan 2013 - Jun 2013*

*Professor David Taylor CS 46B (Introduction to Data Structures)*

- develop and execute test scripts for student assignments written in Java
- provide detailed feedback to assist students with errors found in code
- check prerequisites and record grades in an online grading system