

Tyler Ly

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SKILLS

Network Infrastructure • Project Management • Leadership • Business Relations • VoIP Configuration

EDUCATION

San Jose State University

Aug. 2019 - June 2023

B.S in Business Administration, Management Information Systems

GPA: 3.46

Organizations: Management Information Systems Association, Vietnamese Student Association

WORK EXPERIENCE

City Of San Jose - Information Technology Intern

Jan. 2021 - Present

- Consult 10-15 Level 1 Network/VoIP HelpDesk tickets each day, advising over 1,200 employees
- Oversee 1-2 projects at a time, coordinating with IT teams such as Cybersecurity and HelpDesk
- Configure 400-500 Network/VoIP devices from Cisco and Brocade using PuTTY and Verizon IAC

Vietnamese Student Association - Family Head

Jan. 2021 - Present

- Optimize member experience through planning, promoting, and hosting weekly social events
- Effectively resolve internal conflict between members using unbiased problem solving and empathy
- Promote social inclusion through implementing new programs that assist members with networking

Management Information Systems Association - Consulting Analyst

Feb. 2021 - May 2021

- Collaborated with a team of analysts to assist external organizations with their business needs
- Assessed the opportunities for improvement with organizations through weekly meetings

Bagel St. Cafe - Web Integration, Catering Coordinator

Sept. 2019 - Dec. 2020

- Created an online presence through integrating store onto e-commerce platforms
- Generated over \$60,000 in revenue from e-commerce food orders
- Organized catering deliveries with firms such as Lucid Motors and HP Foundation on a weekly basis

Independent Reseller - Sneaker and Clothing Reseller

May 2017 - June 2020

- Built clientele through networking within the clothing enthusiast community
- Determined demand and resale value for potential investments by closely monitoring relevant trends
- Profited up to 350% on single investments through analyzing community demand for items

Project Experience

YubiKey Distribution - City Of San Jose

March. 2021 - Present

- Distribute YubiKey MFA tools to over 1,200 city employees throughout San Jose
- Streamline distribution process through implementing a rotation system rather than appointment
- Professionally communicate with City employees to inform and train them with MFA and Yubikeys

Nortel Switch Decommission - City Of San Jose

Feb. 2021 - June 2021

- Managed the removal and disposal of over 280 outdated Nortel switches throughout 26 IDF's
- Oversaw the disposal process through closely communicating with Public Works

Women On The Rise Website - MIS Consulting Group

Feb. 2021 - May 2021

- Modernized Women On The Rise's legacy website, coordinating work with a group of analysts
- Communicated with clients on a weekly basis, discussing progress, deadlines and expectations
- Integrated legacy graphics and language with a modernized appearance into newly designed website