

TYLER TAMALUNAS

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Gurnee, IL, USA

EDUCATION & CERTIFICATES

- Bachelor's in Software Engineering from Western Governors University Status - Graduated
- Network Security and System Administration certificate from College of Lake County
- ITIL 4 Foundations, CompTIA Project+, AWS Certified Solutions Architect - Associate

PROJECTS

DIY Project Planner

- Architected and designed a Full Stack price aggregator for Cloud (AWS) deployment, featuring a Java Spring Boot backend exposing RESTful APIs and designed with a pathway to Microservices
- Developed the backend using Java, Spring Boot, and Spring framework principles, integrating with Other APIs (retailer/geocoding) and utilizing a SQL database, with considerations for Hibernate (via Spring Data JPA) and Kafka for asynchronous operations
- Employed Agile development methodologies, Git for version control, and planned for CI/CD pipelines for automated builds, testing, and deployment to AWS

Personal Book Library Android App

- Developed a native Android mobile application using Java to allow users to digitally catalog and manage book collections, leveraging an Agile Scrum methodology for iterative development
- Implemented core features including CRUD operations against a local SQLite database, advanced search/filtering, and collection reporting, utilizing Git for version control on GitLab
- Ensured application quality through technical documentation, unit testing (JUnit), and integration testing (Espresso) as part of the Agile development lifecycle

Cloud Resume

- Deployed a technical resume website via AWS (Cloud), utilizing S3 for hosting, CloudFront for CDN/HTTPS, and Route 53 for DNS, managing infrastructure as code with tools like AWS SAM or Terraform
- Developed a serverless Backend API using API Gateway and AWS Lambda, written in Python, to interact with a DynamoDB database, incorporating Javascript for front-end visitor counter functionality

WORK HISTORY

IT Support Associate II, Amazon, Skokie, IL

March 2021 - Present

- Ensured 99% uptime by monitoring and maintaining multi-site network and server infrastructure; enhanced operational readiness 20% through pre-peak season network improvements
- Improved system update success rates by 30% by spearheading a new change management procedure
- Managed large-scale, high-impact technical projects, meeting deadlines and elevating operational standards
- Leveraged collaboration skills to support the launch of new sites, ensuring robust IT infrastructure deployment and connectivity

IT Manager, Highland Ventures LTD, Glenview, IL

April 2019 - March 2021

- Increased IT department productivity by 12% by designing and deploying Python and BASH automation scripts for repetitive tasks
- Authored Python scripts to automate team tasks; utilized SQL in collaboration with senior members to query database information
- Improved ticket resolution times by 27% by migrating support processes to a hybrid environment and performing data analysis on ticket metrics to drive technical process improvements
- Enhanced software stability through collaboration with developers to identify, debug, and resolve release issues
- Prevented significant potential revenue loss (\$100k+ per location) by identifying a critical flaw in a geolocation API affecting multiple stores
- Provided frontline technical support across 700+ locations, achieving 97% customer satisfaction through effective problem-solving and troubleshooting (Cisco, Linux, networking)
- Reduced new hire training time by 43% by spearheading the creation of comprehensive technical documentation
- Coordinated multiple concurrent projects, aligning team efforts to meet strategic milestones