

Tyler Wood

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SUMMARY Enthusiastic, motivated, and striving to become a world-class developer.
Loves to create software that affects people's lives on a daily basis.

EDUCATION **San Francisco State University** San Francisco, CA
Bachelor of Science, Computer Science Aug 2008 - Dec 2012
Minor in Philosophy
Cumulative GPA: 3.4

TECHNICAL **Programming:** PHP, Javascript, HTML, CSS, MySQL, Python
Processes: Scrum, Project Planning, Source Control, Bug Tracking, Documentation
Tools: Sublime, Git, JIRA, NGINX, Wordpress, Google Analytics, Markdown, \LaTeX
Platforms: CentOS, Windows, Raspbian (Debian)

EXPERIENCE **CPMStar / GSN Games** San Francisco, CA
Software Engineer Feb 2014 - Jul 2016

- Responsible for design, planning, features, development, testing, deployment, SEO, recovery, migration, documentation, and webserver upkeep of multiple sites.
- Conceptualized, developed, and launched innovative and non-intrusive (privacy) online advertising methods.
- Developed internal resources and tools for streamlining processes.
- Debugged and maintained online advertising infrastructure and delivery methods.
- Attended and covered regional gaming-related press events and wrote quality site content to strengthen brand ties and support online advertising infrastructures.

OpenDNS San Francisco, CA
Junior Web Developer and Customer Support Agent Jul 2012 - May 2013

- Responsible for improving and debugging administrative overview features and user statistics for the OpenDNS Domain Tagging system (LAMP).
- Handled high volumes of customer support inquiries regarding technical network issues, onboarding, and service configuration (1500/mo) with 99% satisfaction.
- Developed a RESTful API for the OpenDNS Domain Tagging system.
- Planned, developed, and released a Firefox toolbar which uses the OpenDNS Domain Tagging system RESTful API.

OpenDNS San Francisco, CA
Customer Support Agent Jun 2008 - Jul 2012
Part-Time While In School

- Responsible for diagnosing technical network issues, account on-boarding, and feature configuration support.
- Monitored and administrated customer support forums.
- Worked closely with Customer Support Lead in documenting procedures and wrote customer facing support documentation.
- Worked with the OpenDNS/Umbrella Security Research Team in reviewing and categorizing malicious domains.