

# TYLER WELLS

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## SKILLS AND ABILITIES

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- Advanced knowledge of Microsoft Office programs, including Access Database Application Development
- Strong personal computer and technical equipment troubleshooting skills
- Accuracy and attention to detail
- Ability to multitask in a fast-paced environment while prioritizing and organizing workload
- Exceptional written and verbal communication skills
- Working knowledge of Geospatial Information Technology Systems, including ESRI ArcGIS Pro and ArcMap
- Hold several ESRI GIS Training Certificates

## EDUCATION

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<b>Delta State University</b> Bachelor of Science in Social Sciences (Global Studies)	<b>Cleveland, Mississippi</b> Expected: May 2020
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## EXPERIENCE

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<b>Delta State University Center for Geospatial Analysis and Intelligence</b> Geospatial Technician	<b>Cleveland, Mississippi</b> March 2019 – Present
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- Employ industry-leading geospatial information systems and technology to create high-quality deliverables for public and private sector companies.

<b>Wal-Mart Stores, Incorporated</b> CAP Team 2 Associate	<b>Pass Christian, Mississippi</b> May 2018 - Present
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- Work cooperatively with other CAP Team Members to unload the daily truck; palletize merchandise by department and stock dry grocery and consumables departments in the store
- Provide exceptional customer service
- Ensure a safe and comfortable shopping environment for customers by adhering to Company safety policies.

<b>Wal-Mart Stores, Incorporated</b> Deli Sales Associate	<b>Cleveland, Mississippi</b> January 2018 – May 2018
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- Prepared and sold service deli items to customers in a fast-paced retail environment
- Completed custom special order projects, including party and sandwich trays for special occasions for customers
- Ensured maximum freshness and quality for customers by following Company inventory control and rotation guidelines
- Kept a highly sanitized and well organized work area to ensure productivity and safety for Customers and Associates

<b>Wal-Mart Stores, Incorporated</b> Overnight Customer Service Manager <i>Voluntarily stepped down to pursue higher education</i>	<b>Pass Christian, Mississippi</b> March 2016 – January 2018
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- Delivered exceptional customer service by being the first response for front-end customer issues
- Completed register pulls for front-end cash registers and MoneyCenter Express machine

- Collected merchandise go-backs from the entire store and supervised the sorting and returning of go-backs to their homes
- Completed change orders and supported cashier requests, including overrides, ad-match verifications, return verifications and register issues.

### **Wal-Mart Stores, Incorporated**

Cashier and Customer Service Desk Associate

**Pass Christian, Mississippi**

April 2015 – March 2016

- Efficiently and accurately rang up customer transactions
- Accepted different types of payment tender, including checks, credit cards, check cards, gift cards, and cash.
- Provided exceptional customer service and assisted customers in locating merchandise
- Kept a neat and tidy work area
- Processed customer returns and exchanges in compliance with Walmart policies while ensuring customer satisfaction
- Prepared damaged or defective merchandise for claims associate
- Explained the benefits of and sold Walmart Financial Services products to customers, including Walmart MoneyCard, Walmart Credit Card, Walmart 2 Walmart Money Transfer Service, and money orders in a manner consistent with Walmart Compliance Guidelines
- Assisted customers with Walmart.com Services, including Pick-Up Today Order Pickup and Site to Store Order Pickup

### **Keesler Federal Credit Union**

Telephone Member Services Representative

**Biloxi, Mississippi**

April 2014 – April 2015

- Provided exceptional member service while processing financial transactions and answering member account and service inquiries over the telephone in a timely, professional, and courteous manner.

### **Wal-Mart Stores, Incorporated**

Cashier

**Jonesboro & Fayetteville, AR**

June 2012 – August 2013

- Efficiently and accurately rang up customer transactions
- Accepted different types of payment tender, including checks, credit cards, check cards, gift cards, and cash.
- Accurately sold and explained the advantages, features, and benefits of Walmart Financial Services, including Walmart Money Card, BlueBird, and Check Cashing Service
- Provided exceptional customer service and assisted customers in locating merchandise
- Kept a neat and tidy work area

## **HONORS & ACTIVITIES**

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- Dean's List (3.6 GPA) – College of Arts & Sciences at Delta State University – Fall 2018 Term
- Charter Member – Delta State University Social Science & Justice Club – Spring 2018 Term
- Delta State University Integration and Protests Oral History Project Team Member – Spring 2019 Term
- Presented at Mississippi Political Science Association Annual Meeting – February 2019
- Undergraduate Board Officer – Mississippi Political Science Association – 2019-2020 Academic Year