

Tyler Parrish

SUPPORT ENGINEER I

Objective

Driven IT professional with a passion for problem-solving and a strong foundation in cybersecurity and data analytics. I am eager to apply my skills to impactful projects, collaborate with dynamic teams, and continue growing personally and professionally in a meaningful role.

Skills

- Problem-solving expertise
- Strong customer relations
- Technical troubleshooting
- Python, SQL, HTML/CSS, ServiceNow
- macOS, Windows, Linux

Contact

- Florence, AL
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- [Tyler Parrish | LinkedIn](#)

Experience

SUPPORT ENGINEER I / TVA (CONVERGE) 2023-NOW

Delivered customer support, managed PC deployments, repaired hardware, and tracked workflow using the ServiceNow ticketing system. Stationed at TVA's Brown's Ferry Nuclear location.

DIGITAL SHOPPER / WALMART MARKET 2021-2023

Picked and prepared online orders, ensured product quality, and provided excellent customer service for timely pickup/delivery.

DOCK ASSOCIATE / BELK 2019-2021

Managed merchandise unloading, organized inventory, and ensured efficient stockroom operations to support sales teams.

Education

BS CYBERSECURITY W/ DATA ANALYTICS / SNHU 2024-2025

3.84 GPA, exp. Graduation: April 2025, Honor Roll 2024

AS CYBERSECURITY / SNHU 2021-2023

3.8 GPA, High Honors, Honor Roll 2021-2023, Dean's List 2022, President's List 2023.