

Tyler Phillips

Contact

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Education

Mooresville Senior
High School-
Graduation class of
2013.

Mitchell
Community College
Air Conditioning,
Heating &
Refrigeration
Technology
Diploma - August
19, 2025

Professional Summary

Recent HVAC Technologies diploma graduate (Aug-19,2025) from Mitchell Community College under William Powell, seeking an entry-level service technician role. Eager to apply my EPA 608 Universal certification and hands-on training, despite limited field experience to contribute to a skilled HVAC team.

Employment History

2024 to 2025

Alternative Health Distribution

- Completed HVAC Diploma while working part-time (32+hrs/weeks), transitioning from assembly worker to shipping department.
- Optimized warehouse organization and inventory, boosting employee output and machine efficiency.
- Digitized paper processes, reducing personnel workload and time. Resolving mechanical issues and supported team tasks.

2022 to 2024

Artisan Signs and Graphics • Manufacturing and Install

- Began HVAC enrollment at Mitchell Community college while employed full time.
- Extensive experience in constructing and maintaining residential and commercial signs, transforming vinyl, metal, and wood into finished products.
- Regularly apart of the Install crew where a day's work included multiple destinations across a vast "local" region, completing all jobs before returning to the shop.
- Gained experience with scissor lifts, knuckle boom lifts, bucket trucks, custom table saws, routing tables and corresponding software.

2013 to 2022

Acryness Inc. / SmartBill Corp. (Production Specialist, Production Manager, Customer Support)

- Started in the production department of this IT company where my initial responsibilities included troubleshooting industrial printers, producing accurate, high-quality images, and print. Verifying data transferred correctly from the client to company side.
- Operated and maintained large multi-personal machines designed to take media and fold it into envelopes with additional remit inserts per job. This could include basic maintenance such as suction ports, plastic fins, or rubber belts to higher level replacements like clutches, compressor, chains, desktops, encoders, or software.

- Becoming Production Manager where my responsibilities increased with data analysis as I started and finished the production train. Processing client data through custom, in-house software. Creating the files I formally printed and inspected as accurate. This was in addition as I still maintained smooth operations throughout the production department with the help of my team members.
- Additionally, I ensured timely deliveries to the USPS daily in a 22' box truck loaded with organized palletized IMB mail. Delivering 2.3 million parcels monthly on a high end.
- In 2018, Acryness Inc. was acquired by SmartBill Corp. where I played a pivotal role in the transformation of the physical space purchased to better suit SmartBill's envisioned environment. All while maintaining daily operations as previously expected.
- With years of experience in our online platforms and database systems, I enthusiastically transitioned to a more technical and customer support-oriented role within the company.
- Regularly resolving payment issues, assisting with account logins, and guiding clients through site navigations and function challenges. Meticulously documenting these interactions using our internal tracking systems: SelfPayWorks, SmartPayWorks, CustomerCenter, and others.

References

Available upon
request

Skills

- EPA-608 Universal certified: proficient in HVAC troubleshooting and refrigeration handling.
- Effective communicator with strong problem-solving abilities
- Well versed in multiple ticket, time, and production tracking systems, including Jira, Confluence, Accello, and various in-house web-based platforms.