TIMOTHY EICHENLAUB

Oklahoma City, Oklahoma

405-308-7613   https://www.timeich.com   timothy.eichenlaub@gmail.com

---

LEADER – ANALYTICAL – ADAPTABLE – INNOVATIVE – ORGANIZED – DETAIL ORIENTED

Motivated and customer-focused individual with strong communication and problem-solving skills, eager to learn and provide technical support while recording detailed documentation.

A Military Veteran seeking a dynamic technical role, aspiring to contribute to a company that values ongoing professional development, innovation, and collaboration.

"Timothy demonstrated exceptional compassion, teamwork, and a positive attitude. He effectively managed student retention for high-risk academic students. He went above and beyond, working directly with struggling students to develop and implement success plans, providing regular support, and holding them accountable to deadlines. His patience, leadership, and problem-solving skills set him apart in this challenging position."

- *Ashley Kyler, Regional Director of Education, Learning Source*

CORE COMPETENCIES

- Organizational Strength
- Clear Communication
- Analytical Prowess
- Exceptional Customer Service
- Thorough Documentation

- Collaborative Working Style
- Commitment to Excellence
- Attention to Detail
- Agile Learning
- Technical Proficiency

PROFESSIONAL EXPERIENCE

Learning Source, Remote   2022 – 2023
Software Developer Coordinator

Community Building Collaborator:
Collaborated seamlessly with fellow mentors and faculty to establish a vibrant community among Software Development students, fostering teamwork and a culture of continuous learning.

Strategic Issue Resolution:
Applied advanced troubleshooting skills within a ticketing system to provide unparalleled assistance to students facing code-related challenges. Conducted comprehensive code reviews to swiftly identify and rectify errors.

Personalized Success Management:
Demonstrated effective management of high-risk students by implementing tailored success plans and proactive interventions. Successfully minimized the risk of academic failure, ensuring their optimal chances of success in a dynamic academic environment.

Accomplishment:
Significantly improved academic outcomes by orchestrating targeted interventions and personalized success plans for high-risk students, elevating the pass rate from a low 33% to an outstanding 92% within 5 months.

Caliber Home Loans, Oklahoma City, OK   2017 – 2019
Customer Service Representative

Strategic Issue Resolution:
Proactively secured customer satisfaction through the implementation of forward-thinking strategies, addressing needs and resolving concerns with a blend of technical expertise and advanced problem-solving skills.

Rapid Software Proficiency:
Demonstrated a swift learning curve in mastering diverse software programs, showcasing an innate ability for rapid technology adoption and proficiency in an array of digital tools on a daily basis.

Accomplishment:
Consistently surpassed performance expectations by efficiently resolving customer issues within stipulated timeframes, while meticulously documenting each interaction. Recognized as a top-performing representative month after month, notably contributing to successful customer refinancing initiatives.

U.S. Army, Oklahoma City, OK   2012 – 2017
Military Police Officer

Strategic Problem Solver:
Utilized robust problem-solving and project management skills to effectively address complex challenges, significantly enhancing overall effectiveness and efficiency. Pioneered streamlined processes and innovative solutions to elevate law enforcement, physical security, and risk mitigation strategies.

Efficient Security Documentation:
Maintained meticulous and organized documentation of security information, leveraging technology tools for efficient data management and access. Successfully led and coordinated a highly skilled team, fostering collaboration and achieving outstanding results in a dynamic and fast-paced environment.

Accomplishment:
Championed the leadership and coordination of a high-performing team, cultivating a collaborative environment that yielded exceptional results in a fast-paced setting. Maintained the most proactive case load in the region, consistently delivering casework with minimal corrections required.

ORGANIZATIONS

- Member of Techlahoma
- Member of Operation Code

- Putnam City Optimist Baseball Coach

EDUCATION

Southern Careers Institute, Remote
- Full Stack Software Development Certification

Southeast High school, Oklahoma City, OK
- High School Diploma, May 2010

***References available upon request**