

Tyler Coudriet



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Austin, TX

Professional Summary

A versatile technology professional with 10 years of experience spanning data engineering, web development, and system administration. Expert in the Zendesk platform ecosystem, including custom app development, help center theming, and platform integrations. Skilled in designing and implementing efficient data pipelines for reporting and cross-platform integration. Proven full-stack developer with experience across multiple frameworks and technologies.

Professional Experience

Senior Systems Analyst / Data Engineer

Outreach

Nov 2021 - Present

- Joined in November 2021 to be primary system owner for Zendesk and adjacent support tools (Qualtrics, Playvox, Yext) within the Business Systems Team, working on system configuration, and custom app/integration development both inside and outside of the Zendesk platform.
- Led multiple implementations projects each quarter, launching on time and meeting all business requirements from company stakeholders including launching a new Zendesk Guide theme, transition to Zendesk Messaging from the legacy Chat product, and implementation of a custom web widget built on Sunshine Conversations in the Outreach platform.
- Moved to a more Data Engineering focused role in 2024 within the Business Systems team. In this role I maintain existing data pipelines from various platforms into Snowflake, create new pipelines, design and build custom automations and integrations with this data.
- I also perform a variety of tasks for other teams as necessary. Including helping design and build various surveys in Qualtrics, analyze and optimize existing data pipelines and storage, participate in various other initiatives like hackathons.

Zendesk Developer, Administrator

Fourth / HotSchedules

Nov 2020 - Nov 2021

- Joined Fourth in November 2020 to be the primary system owner for Zendesk, working on system configuration, and custom app/integration development both inside and outside of the Zendesk platform.
- Led multiple implementations projects each quarter, launching on time and meeting all business requirements from company stakeholders including launching a new, fully custom, Zendesk Guide theme.
- Much of this year at Fourth was spent working with Support stakeholders to build out reporting dashboards in Zendesk Explore and analyzing the data with those stakeholders to identify process improvements for agent workflows.

Service Developer / Zendesk Consultant

Modsquad

Sept 2016 - Nov 2020

- Worked on the Professional Services team at Modsquad primarily as a Zendesk implementations specialist.
- Tasks included meeting with new and existing clients, gathering business requirements, developing and proposing solutions.
- Supported clients with design and implementation for all products in the Zendesk suite.
- Build a variety of internal integration and automation tools for Zendesk, Slack, Google Suite, WFM & HR Platforms, and more.

Technical Skills

Tech Skills

TypeScript, JavaScript, Python, Web Development, Game Development, System Administration, Data Engineering, Process Automation

Soft Skills

Problem-solving, Communication, Cross-functional Collaboration, System Design, Strategic Planning

Frameworks & Runtimes

React, NextJS, Astro, NodeJS, Deno, Bun

Tools

Git, Docker, VS Code, GSuite, Slack, Snowflake, Airflow

Education

Central Pennsylvania Institute of Science & Technology

Computer IT & Networking

Graduated: 2012 - 4.0

Certifications & Misc.

Networking Certifications

 Various CompTIA, Cisco, Microsoft Networking & IT Certifications Received: 2012

Zendesk Certifications

 Support Admin Expert Received: 2021

Misc.

 r/Zendesk Moderator Joined: 2025

Invited to join the Zendesk community management team as a community moderator.