

Phillip Tyler

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Work Experience

United States Army (Army Reserve Component 712th Engineer Company)

Army Reservist – Horizontal Construction Engineer

York, SC 09/2010 – Present

- Provides technical support to combat engineer missions and operate heavy machinery to level earth.
- Clear, grub, strip, excavate, backfill, stockpile, and push scraper with tractor crawler while also, analyzing information on grade stakes
- Use bulldozers, cranes, graders and other heavy equipment to move tons of earth and material to complete construction projects.
- Making preparations for the Warrant Officer Pilot Training Program

Bank of America – Charlotte, NC

Global Foreign Exchange Investigation/Operations Analyst Derivatives

Charlotte, NC 07/2015 – Present

- Work with Global Business Partners to resolve client issues with exchange rates and tracing wire payments.
- Identifies and resolves customer problems by extensive research using trading and global wire platforms.
- Identifying and analyzing error trends to limit monetary and reputational risk to Bank of America Merrill Lynch.
- Maintain an exclusive communication with domestic and international clients/banks through SWIFT, email and phone.
- Uses honest banking approach and empathy to maintain customer integrity regarding their financial circumstances.
- Supporting clients by executing foreign currency wires transactions while following Dodd Frank Regulations and Internal Guidelines.
- Responsible for department Global FX compliance, rate input, and accounting process while supporting front office FX traders.
- Process post settlement Foreign Exchange wire transactions and returns to consumer and business clients.

Vanguard Group – Charlotte, NC

Investment Professional, Resolution Services Representative Analyst

Charlotte, NC 06/2013 – 07/2015

- Provided world-class service to clients, emphasizing the ease of investing with Vanguard while remaining current on relevant market and industry news and possessing the ability to articulate how news events will impact client's investment / brokerage accounts.
- Assisting diverse investors with meeting their financial goals and diversifying their portfolios via enhanced guidance conversations.
- Processed trades appropriately within multiple financial accounts while educating clients and internal reps on viable alternative products and solutions to satisfy the client and maintaining Vanguard Compliance.
- Identified, researched and resolved complex client issues through analyzing related documentation while maintaining ongoing contact with clients throughout the problem resolution stages via phone or email.
- Maintains a strong understanding of policies and procedures within compliance of Vanguard standards as a whole.
- Serves as a technical expert and resource for my team and the department while also maintaining department standards for quality and productivity.

United States Air Force (SC ANG McEntire 169th) – Eastover, SC

Air Force Reservist (Emergency Manager)

Eastover, SC 06/2007 – 09/2010

- Supervised and planned emergency evacuation drills.
- Evaluated execution of plans and availability of resources in preparations for disasters.
- Coordinated resources, such as training manuals, handouts, instructor guides, and equipment, for emergency preparation courses.

Education and Training

Winthrop University

Rock Hill, SC (05/2012)

- B.S. in Business Administration with concentration in Management

United States Air Force

Eastover, SC (06/2007)

- Homeland Security Disaster Preparedness Trained/Emergency Management
- Air Force Basic Military Training graduate

United States Army

York, SC (09/2010)

- Engineer/Horizontal Construction
- Army and Air Force ROTC (UNCC)

Licensing

- North Carolina Car Sales Licensed – Division of Motor Vehicles
- FINRA Series 63 Licensed and Series 7 Licensed
- Small Business Services Trained – Vanguard

References can be provided upon request.