

**SALT LAKE COUNTY**  
**Board Member Nomination/Application**

Board: Community & Support Services Advisory Council (CSSAC) Date: 10/10/2018

Nominated By (if applicable): n/a

Nominee's Name Tyler Hall

Home Address: [REDACTED] City, State, Zip [REDACTED]

Work Address: n/a

Home Phone: [REDACTED] Work Phone: \_\_\_\_\_ E-Mail: [REDACTED]

Would applicant prefer work or home phone/address used as mailing address? home

Salt Lake County Council District #: \_\_\_\_\_

(To find the district you live in go to <http://vote.utah.gov/elected-officials/>, enter your address and zip code, then click on **Find**. The results will produce a map with a **red diamond** at your home location. Click on the diamond and wait for a text box to appear containing your elected officials. Scroll down until you see the **fourth** County Council representative (not "At-Large") and list that name above.)

I prefer that my personal contact information remain private and protected n/a

Unique qualifications and/or perspectives you would bring to a Board or Commission:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Board Coordinator Staff Section**

**Salt Lake County does not discriminate on the basis of race, color, national origin, sex, sexual orientation, age, religion, marital status, or disability.**

Is this a (check one):  reappointment  fill vacant seat  new seat added to board

If filling a vacant seat, why?  Term expired (expiration date: \_\_\_\_\_)  Member Resigned

Other n/a

Name of board member being replaced: n/a

This is a 2 year term. Term will begin October 1<sup>st</sup> of 2018 and end September 30<sup>th</sup> of 2020

Comments: Initially served a partial term which was vacated early or created in 2017. Eligible for two additional full terms.

# Tyler J. Hall

## OBJECTIVE

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To use my years of leadership experience, project management skills, and extensive experience engaging with students to lead and advance Salt Lake Community College.

## EXPERIENCE

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### **Salt Lake Community College**

Salt Lake City, UT

*Manager, Contact Center*

July 2011 - Present

- Lead a team of 9 employees in the Contact Center of Salt Lake Community College, the frontline student support department for the College. In 2016, the Contact Center handled more than 125,000 inbound calls, placed over 85,000 outbound calls to current and perspective students, and responded to over 2,400 emails. Responsible for handling an annual operations budget in excess of \$350,000.
- Foster and develop employee talent and growth with specific departmental focuses on professional phone etiquette and knowledge building on all aspects of College operations: admission, enrollment, financial aid, advising, academic programs, and Ellucian Banner and Canvas systems.
- Envisioned and created from the ground up an outbound calling department that now makes more than 80,000 calls per year for recruitment, retention, event invites, and early alert notifications.
- Create reports to monitor employee performance, analyze call trends, and establish call patterns using reporting tools including Cisco Desktop Supervisor, Nuance SpeechAttendant, Cisco Unified Intelligence Center, IntelliResponse, and VanillaSoft reporting dashboards.
- Maintain Nuance SpeechAttendant phonetic operator directory that handles over 80,000 calls per year and spearheaded the project to automate directory maintenance using data from Banner system.
- Collaborate with College leadership to report and share call analytics and student feedback to help improve the operations and quality of services offered to Salt Lake Community College students.
- Develop critical communication and enrollment management strategies to maintain and stimulate enrollment growth and increase student persistence at Salt Lake Community College.
- Served on the Institutional Effectiveness Council, tasked to evaluate and redefine Salt Lake Community College's Vision and Mission and to create institutional values and goals.

### **Salt Lake Community College**

Salt Lake City, UT

*Contact Center Technician*

Sept 2009 – July 2011

- Using Cisco Agent Desktop and Banner, engaged with 50 – 200 students per day answering questions about all aspects of Salt Lake Community College including registration, academic advising, financial aid, transcripts, cashiering, and academic programs.
- Was essential in implementing the "Ask SLCC" virtual agent knowledge base on the Salt Lake Community College homepage. This included managing over 400 questions and answers for the knowledge base and updating the knowledge base regularly to ensure accuracy.

**TransWest Credit Union**

Salt Lake City, UT

*Consumer & Mortgage Loan Auditor/Escrow Specialist*

April 2007 – Oct 2008

- Audited all consumer and mortgage loan documentation electronically, ensuring all aspects of the loan were properly completed and adhered to all federal and state regulations. This included verifying that all forms and signatures were properly filed, calculating interest rates, reviewing debt/equity ratios, and analyzing credit reports and home appraisals.
- Responsible for funding all mortgage loans issued by the credit union and wiring several hundred thousands of dollars per day with extreme accuracy.
- Managed and maintained all escrow accounts at the credit union, including paying homeowners' insurance premiums and property taxes and maintaining accurate escrow balances. Also responsible for tracking and releasing all liens against vehicle titles for car loans held by the credit union.
- In charge of federal HDMA reporting including managing a team of data entry employees to ensure the correct recording and reporting of mortgage loan information to the federal government.

**Salt Lake Community College**

Salt Lake City, UT

*Cashier/Collections Accounting Clerk*

Jan 2005 – April 2007

- Worked directly with students on all aspects of their SLCC financial accounts. This included taking and inputting payments into Ellucian Banner, issuing refunds, and balancing/closing out the cashier's office at the end of the day. Handled thousands of dollars in cash, checks, and credit cards per day.
- Responsible for assisting the collection officers with tasks associated with collecting on past-due student loans, included Skip Tracing using Accurant, sending collection letters, making phone calls, and answering borrowers' account questions using Campus Loan Manager and Ellucian Banner.

**EDUCATION**

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**Utah State University**

Logan, UT

*Master of Business Administration*

July 2011

- Graduated with Honors; 3.78 GPA

**Utah State University**

Logan, UT

*Bachelors of Science – Business Management*

May 2009

- Magna Cum Laude; 3.90 GPA
- Del Loy and Lynette Hansen Scholar

**SKILLS, ABILITIES, & ACCOMPLISHMENTS**

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- Ellucian Banner ERP
- Instructure Canvas LMS
- Cisco Call Manager PBX & UCCX
- Cisco Unified Intelligence Center
- Nuance SpeechAttendant System
- Microsoft Office Suite
- Windows & OS X Operating Systems
- 80+ wpm typing
- Basic SQL Query Writing
- Basic Java Coding
- SLCC President's Leadership Inst.
- SLCC Center for Innovation Award
- Served on SLCC Strategic Enrollment Management Work Team
- Served on SLCC Access and Strategic Enrollment Council



## Board Appointment Approval

On the 30th day of October 2018 the Salt Lake County Council consents to the reappointment of Mr. Tyler Hall as a member of the *Community and Support Services Advisory Council*.

Mr. Hall already served a partial term. His first full, two-year term will last from October 1, 2018 through September 30, 2020.

**Ben McAdams**

Salt Lake County Mayor

**Erin Litvack**

Deputy Mayor, County Services

**Rick Graham**

Deputy Mayor, Operations

**Karen Hale**

Deputy Mayor, Community  
& External Affairs

**Darrin Casper**

Deputy Mayor, Finance  
& Administration

Salt Lake County Council

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Aimee Winder Newton  
Chair, Salt Lake County Council

Attest:

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Sherrie Swensen, County Clerk

Please instruct the Council Clerk to return this form to Anna Vukin-Chow in the Mayor's Office, N2- 100 to process this appointment.