

Tyrese Bewry

Customer Success & Support | Troubleshooting, onboarding and user feedback | Supported 2,300+ app users

Mobile: 07928776580 | Email: ty.rese@icloud.com | London (open to relocation)

Website: tyresebewry.xyz | LinkedIn: linkedin.com/in/tyrese-bewry-29a1a8155 | App: calispot.xyz

Profile

Customer-facing for over five years, from handling calls and complaints at Pizza Hut to leading a restaurant team through peak service. Since January 2025 I have supported the users of CaliSpot, a fitness app I built with 2,300+ signups: answering questions, troubleshooting problems on iOS and Android, and turning what users tell me into fixes. I'm calm under pressure, explain technical issues in plain language, and pick up new tools quickly. Looking for a customer success, customer support or onboarding role at a software company.

Education

Harris Academy Beckenham

2020

OCR Level 3 Cambridge Technical Introductory Diploma in IT (IT Infrastructure Technician) - Distinction

GCSEs: Maths - 7 | English - 5 | Business - C | Computer Science - 5 | plus six further GCSEs

Certifications

Product Management: An Introduction (IBM, Coursera)

Oct 2026

Role of the PM, stakeholders, product lifecycle, scoping and RACI, linking product work to business value

Featured Project: Supporting CaliSpot's user community

Fitness app for finding outdoor calisthenics spots and events, live on iOS and Android: 3,000+ iOS downloads, 2,300+ signups, 270 weekly active users.

The challenge: Handling every user question, bug report and feature request across two platforms on my own.

The approach: Gathered messages from in-app feedback, email, Instagram DMs and app store reviews; replied personally, reproduced each problem, then fixed it, found a workaround or logged it for the next release.

Closing the loop: Grouped recurring complaints and requests, turned the most common into prioritised fixes, and told users when something they reported had shipped.

The outcome: Weekly active users grew 20% over 2 months as fixes and requested features shipped; first paying subscribers; a brand partner onboarded and supported end to end.

The reflection: I'd set up a help centre and saved replies earlier, so common questions answer themselves and more time goes on the problems that need a person.

Employment and Work Experience

CaliSpot (independent app project) | Product and User Support

Jan 2025 - Present

- Support 2,300+ users across in-app messages, email, Instagram and app store reviews: troubleshoot, fix or escalate, and follow up until resolved.
- Turn recurring complaints and feature requests into prioritised fixes, contributing to a 20% increase in weekly active users over 2 months.
- Track signups, active users and usage, and check crash reports after each App Store and Google Play release to catch problems early.
- Onboarded and managed an equipment-brand partner: agreed an affiliate and competition partnership and coordinated delivery end to end.

Slim Chickens | Shift Lead

Mar 2024 - Aug 2026

- Led a team of 5 through peak service: resolved customer complaints face to face, kept the team briefed and calm, and maintained quality and speed under pressure.

Pizza Hut | Front of House

- Answered inbound customer calls, processed orders accurately, coordinated delivery drivers and resolved complaints and refunds politely and quickly.

Other Experience

TeeWhy Customs (@byteewhy) | Self-employed, custom clothing

2021

- Converted a 1,000-follower audience into paying custom denim clients, managing client briefs, co-design, production and fulfilment end to end with a 4-day turnaround.

TeeWhy Bounce | Creator

2021

- Launched a 3D arcade game on iOS and Android, reaching 1,500+ downloads, from idea to release with a no-code engine and ad monetisation.

4RC Run Club | Member and pacer

Aug 2026 - Present

- Pace and lead group runs: set a steady pace, encourage runners of different levels and make sure no one gets left behind. Also train outdoor calisthenics and long-distance running, including marathon training.

Skills

Customer: support and troubleshooting, complaint handling, explaining technical issues simply, managing expectations, gathering and sharing user feedback, relationship building

Technical: iOS and Android apps and releases, crash reports and analytics, Supabase/Postgres and basic SQL, APIs basics, AI tools (Claude, ChatGPT)

Tools: Microsoft 365, Google Workspace, Notion, Figma; quick to learn helpdesk and CRM tools such as Zendesk, Intercom and HubSpot