



Kent S. Taylor

801-427-4733 kenttaylor826@gmail.com 10827 Natalie Ct. Highland, UT. 84003

Profile

Experienced Assistant Manager with excellent client and project management skills. Action-oriented with strong ability to communicate effectively with technology, executive and business audiences. I have a great passion for technology and have received a Fundamentals in information technology certificate with more certifications in the works.

Experience

RX VERIFICATION SPECIALIST – DEC. 2015 -PRESENT

1800contacts Draper, UT. 84020

Verifying customer/patients prescriptions to make sure that they match their orders for their contact lenses. Customer service, speed and accuracy with great communications skills are the priority. Problem solving and a good eye for details in a fast paced environment are required in this current job.

EMPLOYEE AND LATER ASSISTANT MANAGER- 2010-2012 AND 2014-2015

Port of Subs Draper, UT. 84020

I was hired to help open and grow a new franchise to the state of Utah. Provided onsite training for new employees and their progression to prepare them for new locations throughout the state. I was the closing manager which consisted of on the cent accuracy of daily total sales and reports, as well as inventory. I altered the way we train to help employees be more effective and better with their customer service and experience. I found new ways to bring in more customers during slow hours to increase sales by coming up with our "Happy Hour" promotion and designed the advertisements and marketing.

Education

Long Peak High School – Diploma - 2012

Bachelors of Software Engineering emphasis in IT (working on)

Utah Valley University, Orem, UT.

- graduation date 2021

I'm in the progress for my Software Engineering Degree with an IT emphasis. I have created a couple of programs for my current company called Rx Letters. I did it on my own time to help my department with being faster and more efficient to getting emails sent out more quickly to customers. I also created a PriceMatch Calculator to quickly price match other companies.

Associate of Arts, Leadership in Music

- Lone Peak High School and Utah Valley University UT.
- I was the Lone Peak Chamber Choral President which consisted of much leadership and organization for programs, training singers and leading music. At Utah Valley University I continued my passion for music until I found my love for computer technology.

Skills

- Certificate in Technical Support Fundamentals
- License: AF2RGVC9T3D2
- Training and Development
- Quick Learner
- Computer Literate and Proficiency
- Reports generation and analysis
- Microsoft Office Certified
- Help to build and manage a line in a food chain for several years
- C# and C++ some Angular
- Eagle Scout
- Assessment Customer/Agent Service Oriented
- Identify opportunities in communication with my team to overcome ambiguity in constantly changing environments.

References

Jay - Port of Subs Franchise Owner (775)-772-9096

Jason Anderson 1800Contacts Manager (385)-224-2132