


Alanna Taylor

Stuart, Florida 

(772) 626- 4475 

AlannaTaylor@live.com 

https://alannataylor18.github.io/About_Me/ 

<https://www.linkedin.com/in/pivoting2tech/> 

Enthusiastic and results-driven professional transitioning into technology from a background in education. Completed IBM's Applied AI Developer certification with hands-on experience in Python, machine learning, REST APIs, and IBM Cloud. Currently pursuing an engineering certificate to deepen technical expertise. Demonstrated success in data analysis, workflow optimization, LMS management, Excel-based reporting, and technical troubleshooting in a fully remote environment. Eager to contribute to innovative teams solving real-world challenges with scalable, user-focused solutions.

Experience

DARWIN GLOBAL LLC (REMOTE)

Lead Academic Coach

JUNE 2021 - PRESENT

- Manage and mentor a remote team of Academic Coaches using real-time performance dashboards and KPIs.
- Perform data extraction and analysis from LMS to generate weekly performance and engagement reports using Excel (PivotTables, formulas).
- Troubleshoot and resolve LMS and workflow system issues; often serve as liaison with IT for backend fixes.
- Built custom workflows to streamline academic intervention processes, reducing student resolution time by 30%.
- Collaborate cross-functionally with stakeholders (Product, IT, Student Services) to enhance platform functionality and data integrity.

Academic Coach

2016-2021

- Supported 400+ adult learners by analyzing performance data and implementing interventions that improved course completion.
- Acted as Tier 1 tech support for platform and account issues; resolved 90% of issues without escalation.
- Maintained accurate student records in alignment with accreditation/FERPA standards, ensuring data integrity and accountability.
- Maintained FERPA-compliant student records and processed over \$1.5M in financial aid awards
- Delivered career development webinars and academic coaching sessions, enhancing student outcomes.

LOGISTICS HEALTH

Administrative Intake Personnel (PER DIEM)

2008-2016

- Managed logistics for military healthcare events serving 300+ participants; streamlined documentation and reduced wait times by 20%.

Bachelor of Science *Indian River State College - Fort Pierce, Florida*

Exceptional Student Education with Reading and ESOL Endorsement

Skills & Certifications

• IBM Applied AI Developer (IBM, 2025)

Completed 7-course specialization with hands-on projects in Python, machine learning, REST APIs, and IBM Cloud.
edX Verified Certificates: AI for Everyone, Introduction to Generative AI, Prompt Engineering, Developing Generative AI Applications with Python, Python for AI & Development Project

- Programming & Tools: Python, Jupyter Notebooks, IBM Watson, REST APIs, Git/GitHub, VS Code, JSON
- Cloud & AI Platforms: IBM Cloud, Watson NLP, Watson Assistant, Watson Studios
- Software: Microsoft Office, Google Suite, Five9 Dialer, Reporting & Analytics tools
- Data & Troubleshooting: Data analytics, LMS systems, FERPA compliance, ticketing systems
- Other Tools: Excel, Google Workspace, Microsoft Teams, Zoom, Canvas LMS, Blackboard, Salesforce
- Soft Skills: Excellent communication & documentation, tech troubleshooting, training & coaching, remote collaboration