



# Alanna Taylor

Stuart, Florida 

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<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, gaining hands-on experience with Python, machine learning, REST APIs, and IBM Cloud. Currently pursuing an engineering certificate to deepen technical knowledge. Skilled in remote collaboration, data-driven decision-making, and technical troubleshooting. Eager to contribute to innovative teams solving real-world challenges through scalable, user-focused technology solutions.

## Experience

### DARWIN GLOBAL LLC (REMOTE)

#### Lead Academic Coach

JUNE 2021 - PRESENT

- Leads and mentors a team of 3+ Academic Coaches in a fully remote, data-driven environment; conducted performance audits and leveraged analytics to drive team efficiency.
- Identifies and resolves systemic LMS and workflow issues, improving student support resolution times.
- Collaborates cross-functionally with stakeholders to improve learner retention and engagement.

#### 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

- Florida Educator Certification – Exceptional Student Education K-12 & ESOL (Active)
- Languages/Tools: Python, C#, Flask, IBM Cloud, Jupyter, Google Colab, Git/GitHub
- Frameworks/Platforms: REST APIs, Salesforce Lightning, LMS platforms
- Software: Microsoft Office, Google Suite, Five9 Dialer, Reporting & Analytics tools
- Soft Skills: Excellent communication & documentation, tech troubleshooting, training & coaching, remote collaboration