
Danielle Taylor

678-755-3421 | taylor.j.danny@gmail.com | Dayton, Ohio | GitHub: DanielleJTaylor
LinkedIn: <https://www.linkedin.com/in/danielle-taylor-dt2026/>

SUMMARY

Driven **Computer Information Systems** student with expertise in **system analysis, robotics, game-design, database management, and web development**. Proven ability to manage multiple priorities, collaborate on innovative research projects, and maintain the integrity of sensitive information. Known for adaptability, attention to detail, and professional communication.

TECHNICAL SKILLS

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|------------------------------|--|
| Languages: | Java, Python, JavaScript, HTML/CSS, SQL |
| Tools & Software: | Microsoft Office Suite (Word, Excel, Outlook, PowerPoint), Jira Service Desk, TeamDynamix, VMware, IBM SPSS, Google Workspace, Slack, Box, Duo, Knowledge Base |
| Key Qualifications: | Technical Troubleshooting, Agile Collaboration, Data Structures & Algorithms, Web Development, SQL & Database Design, Object-Oriented Programming |

WORK EXPERIENCE

Technical Support Representative | November 2024 – Present IT Department | University of Dayton, Ohio

- Assists with CS hardware repairs, installing required software, troubleshooting, Windows imaging and deployment.
- Managed and resolved IT support tickets efficiently, ensuring timely updates and clear communication with end users regarding ticket progress.
- Provides professional and effective customer service and technical assistance to students, faculty, and staff members.

Office Assistant | August 2023 – November 2024

Business Administration Department | University of Dayton, Ohio

- Maintained database by entering new and updated information from surveyors. Verified outdated data and made any necessary changes to records.
 - Responded to calls in a friendly, courteous, and professional manner.
 - Assembled needed supplies for day-to-day operations.
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PROJECTS

Image Search Grid with AJAX and Tag Filtering

JavaScript, HTML, CSS, Flexbox, DOM, AJAX

- Built a responsive image gallery web app that dynamically loads and displays image-based posts using JavaScript and AJAX, enabling infinite scroll functionality.
- Implemented an advanced tag filtering system with strict AND logic, allowing users to include or exclude posts based on multiple tags.
- Designed a modern user interface using HTML, CSS (Flexbox), and hover overlays to present image titles, artists/authors, and tags on image hover.

Relational Database Design for Car Insurance Agency

Oracle SQL, ER Modeling, Relational Schema, Data Analysis

- Designed and implemented a relational database for a simulated car insurance agency using Oracle SQL, focusing on entities like customers, claims, vehicles, and coverage.
 - Collaborated on schema correction and ER diagram refinement to ensure accurate relational compatibility and data integrity.
 - Developed and executed complex SQL queries to analyze customer coverage, claim statistics, and managerial information.
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EDUCATION

University of Dayton – Dayton, OH

Bachelor of Science in Computer Information Systems

Minor: Business Administration | **Expected Graduation:** May 2026