

Darius Taylor

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PROFESSIONAL PROFILE

Highly motivated and detail-oriented IT Engineer Professional with a strong foundation in ITIL principles and networking. Eager to leverage my academic coursework, technical skills, and experience, I am perfect for contributing effectively in tech support, system administration, and help desk to provide reliable IT solutions, while gaining valuable experience and insights in a dynamic team environment.

INFORMATION TECHNOLOGY COMPETENCIES

Systems: Windows PC, Mac and iOS, Android, Linux
Databases: Oracle, NoSQL, MongoDB, Postgres, Relational Databases
Languages: SQL, CSS, HTML, React, Python, Java, Bootstrap
Software: MS Word/Excel/PowerPoint/Outlook
Ticketing: Jira, ServiceNow

CERTIFICATIONS

- CompTIA A+
- CompTIA Project+
- AWS Cloud Practitioner
- Coursera Google IT Help Desk Professional
- Axelos ITIL Foundations v4

PROFESSIONAL EXPERIENCE

Technical Support - *Gin Design Group* | Houston, TX

May 2024 - present

- Manage users, email accounts, and domains, ensuring efficient communication channels within the organization.
- Set up, configure, and install new devices such as PCs, printers, and networking equipment, ensuring they meet organizational requirements.
- Oversee access control systems to regulate and monitor physical access to premises.
- Manage and maintain security systems, including firewalls, antivirus software, and intrusion detection systems, to safeguard organizational data and assets.
- Resolve support cases remotely and in person, providing timely and effective solutions to IT-related issues faced by users.
- Document support cases, resolutions, and procedures to maintain an organized knowledge base for future reference.
- Manage software licensing for various applications, including Microsoft Office 365, Google Workspace, Apple Business, and Adobe, ensuring compliance and cost-effectiveness.
- Perform hardware and software troubleshooting for all users, diagnosing, and resolving technical issues to minimize downtime and disruption to operations.
- Assist with network connectivity issues, including LAN/WAN, Wi-Fi, and VPN.
- Maintains database information in order to maximize the accuracy and safety of management information and to improve the degree to which data may be retrieved.

Mail Carrier - United States Postal Service | Houston, TX

September 2016 - present

- Provided attention to detail to provide appropriate routing of all mail and parcels to its designated place (to home or from home to post office).
- Manage the Address Management system that tracks route stops and other route information for carriers.
- Prioritized confidential and vital personal documentation amidst various climate conditions.
- Tended under hazardous conditions to guarantee customer satisfaction.
- Increased delivery efficiency by 50%.
- Displayed trust to work efficiently without supervision.

EDUCATION

Bachelor of Science, Software Development

Graduated: March 2024

Western Governors University | Salt Lake City, UT

- **Relevant coursework:** Data Structures and Algorithms, Web Development, Software (Java), Data Management, Network and Security, Software Engineering, Software Assurance, and Mobile Development
- Designed and developed software solutions, adhering to architectural standards and SDLC best practices.
- Analyzed business requirements and translated them into technical specifications and application modules.
- Troubleshooted application code-related issues and participated in code reviews to ensure adherence to architectural specifications.
- Learned experience of common business structure methodologies including Scrum, Waterfall, Agile, and PRINCE2.
- 3.23 GPA

Certificate of Software Development

Graduated: November 2021

California Institute of Arts and Technology | San Diego, CA

- **Honors and Awards:** President's List, Dean's List
- 3.93 GPA
- Learned multiple modern programming languages including C, C++, Python, HTML, CSS, JavaScript, PHP, and SQL.
- Learned to have a detail-oriented mindset with a focus on delivering high-quality, scalable solutions
- Developed excellent problem-solving skills and ability to troubleshoot and resolve issues efficiently through the development of full stack applications