TAYDEN FLITCROFT

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SUMMARY

A natural leader who enjoys leading by example in a team environment while also demonstrating success in individual tasks; dedicated, dependable, and experienced with effective problem-solving and communication skills.

EXPERIENCE

Software Engineer
Best Buy   October 2020 – Present, Remote

· Built, managed, and optimized UI for BestBuy.com mobile activations pages as well as retail-only UI used by employees that assist in-person customers.
· Communicate with major mobile carriers (Verizon, T-Mobile, AT&T, Sprint, and Google) to ensure their individual requirements are successfully met.
· Migrated and led front-end testing library migration to React Testing Library (RTL), to refocus team behavior towards proper Test-Driven Development (TDD).
· Built an in-house browser extension to be used by all team developers and Quality Assurance to successfully mock all carrier and transaction type scenarios to increase efficiency in catching any defects, pre-production.

Advanced Repair Agent
Geek Squad   December 2018 – October 2020, San Antonio, TX

· Diagnose and repair personal computer issues, achieving an average repair rate of over 1 repair per hour with less than a 1% return for redo rate.
· Provide recommendations to extend usability and reliability of customer computer.
· Train and develop new technicians beginning their IT careers.
· Collaborated with Google for a stretch assignment to offer Geek Squad services combined with Google's Nest products to realtors from January 2019 – July 2019.

Microsoft Expert
Best Buy   November 2017 – December 2018, Dallas, TX

· Demonstrate, discuss, and sell Microsoft products and services.
· Maintained Top 5 in sales and experience month to month with over 100 other Microsoft Experts in my area.
· Train and develop peers regarding Microsoft's latest offerings for products and services.
· Operate directly with Microsoft to provide updates to the business's successes and failures within Best Buy, as well as provide recommendations to improve to current operating model.

EDUCATION

Audio Engineering
Collin County Community College · Frisco, TX · 2018 · 3.0

Apple iOS Certified Technician
2019

SKILLS

Peer Training and Development | Computer Hardware Repair | macOS and Windows Operating System Repair | Software Development | Network Configuration and Management

Technologies Used: HTML | CSS (LESS & SASS) | JavaScript/TypeScript | ReactJS | Express | Node.js