

# 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.

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## 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 from Jest & Enzyme 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 caught pre-production defects.

### 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.

### Supervisor

Starbucks

October 2015 – October 2017, Prosper, TX

- Manage daily store operations including inventory and cash management while ensuring standard operating procedures are maintained by employees.
- Train new employees on processes and procedures for their individual roles.
- Develop existing baristas to assist them with their transition into a leadership role.
- Maintain customer experience during all hours of business to ensure a sensational visit to the store.

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## EDUCATION

### Audio Engineering

Collin County Community College • Frisco, TX • 2018 • 3.0

### Apple iOS Certified Technician

2019

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## 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 | ReactJS | AngularJS | Express | Node.js