**Jonathan Taylor**

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**SUMMARY**

Hello my name is Jonathan Taylor, I am from Charlotte NC and I am a Software Engineer. I acquired my Engineering degree from UNCC Coding Bootcamp, where I learned a vast variety of different languages. I also learned to be very agile, in an environment which consist of constantly learning, while completing Team projects and individual homework assignments in a timely matter. I’m self-motivated, self-reliant, which are strong qualities I believe will help to succeed in this field. I am committed to my work and I love challenges. What I enjoy most about Coding is I get to be creative, and it requires me to put on my thinking cap, which I find that I’m very good at. I’m highly responsible, and go above and beyond to make sure my work is complete, and exceeding all expectations. I have exceptional communication, which allows me to know my team and help out areas if need be, which makes me great team player. I also attend a vast number of meet ups with other developers where I can learn and tailor my craft.

**EDUCATION**

University of North Carolina at Charlotte June 2018-December 2018

Program: Full-Stack Developer

West Mecklenburg High School August 2008-June 2011

High School Diploma

**SKILLS**

**Algorithms**, **Javascrip**t, **Gi**t, **BootStrap**, **HTML5**, **CSS**, **MySQL, Ajax**, **JQuery**, JSON, **Node.js**, API, **Cloud data**, **Responsive Designs**, **FireBase**, **Mongo DB**, **MERN Stack**, **React.js**, .**Net**, **Asp.Ne**t, **C#**, Office 365, Exchange experience

**EXPERIENCE**

**IT Help Desk Technician-National Mentor Healthcare** Atlanta, GA August 2016-May 2018

• Worked closely with field IT, infrastructure, business systems, and telecom in resolving IT technical requests from users located throughout 36 states

• Assisted in the improvement of IT workflows and service delivery processes

• Responded to and resolved IT requests via phone, email, and walk-ins

• Tracked and notated customer requests through an incident management tool, reflecting through troubleshooting processes

• Analyzed, coordinated, and delivered timely and accurate resolutions for end users

• Provided technical support for fully supported and accepted desktop software, approved hardware (PC/laptops/printers/LCD projectors, internet connectivity solutions) as well as approved customer enterprise applications

• Recommended, evaluated, tested, and notated new software and hardware solutions to meet business needs and to determine integration issues with the current platform

• Worked with technical staff in other departments to keep the network available, clients notified and IT staff informed of any ongoing technical issues that affected multiple users

• Served as Team Lead for Help Desk operations, on a rotational basis as needed

• Assist with the creation of policies around the proper use of Office 365 services and support.

• Manage and monitor Office 365 services and hybrid infrastructure.

• Understanding of firewall requirements needed for all Office 365 functions.

• Deep understanding of supporting Office desktop applications.

• Deep knowledge of Microsoft Exchange and it’s interaction with Active Directory.

**City Carrier-United States Postal Service -** Charlotte,NC May 2013-August 2016

• Employed the USPS system to generate scheduled delivery routes for mail and parcels to businesses and residences at a timely manner

• Provided assistance to other City Carriers whom were unable to completed their tasks at a fast pace

• Handled and sorted confidential packages, mail, information using secure methods

• Deliver packages and mail to businesses and people in towns, cities, and rural areas.

• Set up a route and deliver mail six days a week on route.

• Place packages and letters in mailbox and secure with mailbox flap.

• Secure many envelopes or parcels with a rubber band.