

# Mohammed Taitai

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<https://github.com/Taitai76>

## SUMMARY

Versatile and motivated professional with a strong foundation in software engineering, IT systems, and customer support combined with hands-on healthcare experience. Skilled in troubleshooting, system optimization, and cross-department collaboration to ensure efficient workflows. Seeking a Technical Support Analyst role where I can leverage my programming knowledge, technical expertise, and healthcare background to improve operational efficiency.

## TECHNICAL SKILLS

- Programming & Web Development: HTML, CSS, JavaScript, React.js, Ruby on Rails, PHP, SQL, C++
- Tools & Platforms: Git, GitHub, Flask, Agile/Scrum, VS Code, REST APIs
- Systems & Networking: IT troubleshooting, database management, secure system configuration
- Healthcare IT: EHR systems, medical documentation, HIPAA compliance
- Soft Skills: Strong problem-solving, cross-team collaboration, and technical communication

## EXPERIENCE

### EMT – Apex Paramedics

Colorado Springs, CO | Jan 2025 – Present

- Provide emergency medical care, monitor patient conditions, and maintain accurate documentation.
- Collaborate with dispatchers, nurses, and physicians to ensure timely and effective treatment.
- Leverage healthcare IT systems for charting, documentation, and electronic patient care reporting (ePCR).

### Medical Scribe – Global Physicians Network

Sarasota, FL | Jun 2022 – Dec 2024

- Documented patient encounters in real time using EHR systems, ensuring compliance with medical and legal standards.
- Assisted physicians in managing patient records and retrieving critical information during emergency care.
- Gained familiarity with medical workflows and radiology documentation processes.

### **Meat Cutter – Publix Supermarkets**

Sarasota, FL | Jun 2020 – Feb 2022

- Maintained inventory accuracy and customer satisfaction through efficient stock management.
- Trained new hires on operational processes and food safety standards.

### **Sales Associate – Mattress Firm**

Sarasota, FL | Jul 2019 – Mar 2020

- Delivered personalized customer service while achieving sales targets.
- Handled customer inquiries and maintained detailed product knowledge.

### **Team Leader – PDQ**

Sarasota, FL | Jun 2017 – Jul 2019

- Led daily operations, managed team scheduling, and ensured service quality.
- Trained and mentored new employees while enforcing safety and compliance protocols.

## **EDUCATION**

Associate of Science – Computer Programming & Analysis  
State College of Florida, Manatee-Sarasota | Jan 2022 – Apr 2024

Software Engineering Certificate  
Flatiron School (Remote) | Apr 2022 – Jan 2023

## **CERTIFICATIONS**

- Colorado EMT License (Active)
- BLS CPR Certification
- Microsoft Office Suite Certification