Taylor Perkins-Buchanan

678-637-9002 | taperkinsbuchan404@gmail.com | LinkedIn | TaylorAPI.github.io

Experience

Library Technology Help Desk   **Rochester, MI**
                                                                                                                  Nov 2019 – Mar 2020

- Utilized advanced knowledge of both computer software and hardware to assist Oakland University students, faculty and guests.
- Reconciled technology concerns of library patrons by obtaining relevant information, communicating the issue and effectively troubleshooting until resolved.
- Created and deployed disk images for Windows/Mac based machines.

Little Caesar Enterprise Desktop Engineer I   **Woodward, MI**
                                                                                                                  May 2020 – Jun 2021

- Assisted users in resolving networking issues that were caused by VPN configuration or low wireless signal.
- Used Connectwise; a remote access software based tool, to gain access into machines to determine the issue and fix it accordingly.
- Aided in password based machine lockout restorations and account recoveries using Active Directory.
- Delegated tickets with ServiceNow across different teams within the company.

Ford Motor Company IT Ford Graduate   **Dearborn, MI**
                                                                                                                  July 2021 – Present

- Assisted Ford's Cyber Defense Engineering team in motoring/analyzing logs using IBM's QRadar while collecting syslog events using WinCollect.

Projects

Language Translator   **Link: Here**
Used Google's Translator API to create a Python based language converter that allows a user to translate different phrases into another language.

Fahrenheit Converter   **Link: Here**
Used Java/Java Swing to create an application that will convert fahrenheit into kelvin or celsius.

Password Generator   **Link: Here**
Written in Java/Java Swing to generate a secure password that uses the English alphabet, special characters and numbers.

Education

Oakland University   **Rochester, MI**
Bachelor of Science, Information Technology   Dec 2020

Skills

Language/Frameworks: Python, Bash, CSS, HTML, Java, C#, Swift
Software/Tools: QRadar, Git, GitHub, Unix, ServiceNow, ConnectWise, Linux OS, WindowsOS, MacOS, Azure, Microsoft Suite, Google Suite, WinCollect