



TAYLOR HARTSFIELD

SOLUTIONS ENGINEER



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[LinkedIn](#) | [Github](#) | [Portfolio](#)

With 15+ years of diverse experience in customer service, leadership, and public speaking, my journey into software engineering ignited a passion for learning and creative problem-solving. As a skilled solutions engineer, I excel in bridging technical solutions with customer satisfaction. I bring a proven track record and am ready to contribute to a collaborative team that values ongoing development and innovation. Let's connect to explore how I can bring my expertise to your organization.

EXPERIENCE (Comprehensive experience on [LinkedIn](#))

SANDBOX BANKING | Solutions Engineer II | November 2022 - Present

- Spearheaded the design and implementation of cutting-edge e-services for banks by leveraging Python, Salesforce environments, API integrations, and the Glyue Platform resulting in streamlined operations and enhanced efficiency.
- Fostered enduring partnership relationships by conducting comprehensive customer trainings and maintaining open communication channels with clients, leading to increased satisfaction and retention rates.
- Played a pivotal role in collaborative efforts with Project Managers and clients, actively participating in requirement gathering processes to ensure alignment between client needs and product offerings.
- Contributed significantly to the enhancement of product functionality and user experience by actively participating in the ongoing development of the Glyue codebase.
- Created comprehensive internal and client-facing documentation, ensuring clear and concise communication of technical details and processes to both team members and end-users.
- Leveraged the Glyue Platform to implement innovative software integrations using RESTful APIs, demonstrating adaptability and a deep understanding of contemporary integration technologies.
- Executed the configuration of API connections, proficiently set up bulk data loads, and seamlessly integrated clients' nCinco instances for secure loan booking and deposits, showcasing a commitment to data security and system integrity.

FAVOR THE KIND | Director | October 2019 - November 2022

- Achieved an outstanding 63% and 49% year-over-year sales growth in my first and second years, respectively, by implementing customer-centric standards and elevating sales techniques, including effective upselling strategies and maximizing consumer spend across the entire team.
- Drove a remarkable 36% improvement in employee retention by implementing results-oriented goal-setting practices and fostering a culture of continuous growth and development, creating an environment where talent thrives and contributes to sustained success.
- Orchestrated the development of strategic and lucrative investment plans in collaboration with the CEO. This involved a comprehensive review of market data, alignment on customer acquisition techniques and trends, and meticulous competitor analysis. The result was the successful introduction of new and relevant products, strategically positioning the company for sustained growth and profitability.

SKILLS & TECHNIQUES

Solution Selling: Drive increased sales and client satisfaction through tailored solutions.

Solution Architecture: Craft scalable and effective solution architectures aligned with business objectives.

Vendor Management: Manage vendor relationships and contracts for high-quality services and products.

Project Management: Ensure timely and budget-friendly project delivery with high client satisfaction.

EDUCATION

ACCELERATED SOFTWARE ENGINEER PROGRAM

Graduated October 2022

Hackbright Academy

Changemaker Scholarship Recipient

BACHELOR OF FINE ARTS

Graduated May 2016

California State University Fullerton

TECHNICAL SKILLS

Python | API Integration | AWS | React |
JavaScript | JSON | AJAX | SQL | HTML | CSS |
Flask | jQuery | Bootstrap | Jinja | Git | Github
| PostgreSQL | SQLAlchemy | Agile/Scrum