

Wesley Taylor

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EDUCATION

Colorado Technical University
BA in Computer Science GPA: 3.4/4.0

Colorado Springs, CO
Graduation Date: January 2022

EXPERIENCE

Genesys Technologies Colorado Springs, CO
Senior Support Technician Dec 2018 - Present

- Provides installation, networking, configuration, and general technical support for CryptoPay equipment and software. The technical support team provides support to 6,000+ customers.
- Maintains and updates technical support documentation and procedures.
- Deconflict and synchronize business operations for Genesys.
- Developed Python program that scrapes through support transcripts to identify areas for improved training and documentation. Improvements have reduced the duration and frequency of support calls.

DeCA DoD United States Air Force Academy, CO
Quality Assurance Evaluator June 2016 - Dec 2018

- Evaluated and documented the work of government contractors. Contract work approximately valued at 800,000 per year
- Verified data for integrity and accuracy before it was logged. Data was used to determine if the contract was being fulfilled.
- Developed documents to more easily and accurately survey, track, and rate the performance of contractors. Saving time and resources for both parties

PROJECTS

Personal Website March 2022 – Present

- Building website that displays and highlights skills, abilities, and experience
- Implementing using Django, a Python web framework

Book Store Capstone Project Oct 2021 – Jan 2022

- Worked with a team of classmates to plan, design, develop, and implement a web-based book store
- Project was implemented using Vue.js, Vuetify.js, and Firebase
- The functionality of the project included the ability to update and track inventory, purchase books, and track sales

Movie Reviews Using Text Generation Nov 2021 - Dec 2021

- Developed Python program that scrapes the web for pertinent movie reviews.
- Relevant movie reviews were organized and cleaned up before getting fed into a machine learning algorithm
- Text was generated into a movie review based on the results of the machine learning algorithm

ADDITIONAL

- Relevant Coursework: Data Structures and Algorithms, Big Data Analytics, Computer Systems and Architecture, Networking, Operating Systems, Databases, Computer Security, Discrete Mathematics
- Programming Languages: Python, C++, Java, HTML/CSS, Javascript, SQL
- Additional Qualifications: Windows, iOS, and Linux OS, Android Studio, Microsoft Office
- Hobbies: Mountain Biking, Hiking, Off-Roadling, Building Computers