# Andy Taylor

## Software Engineer

Results-driven Software Engineer with 3+ years of Python development experience, specializing in web applications, API design, and DevOps practices for SaaS and startup environments. Proven success in delivering scalable solutions that optimize workflows and reduce costs. Proficient in Python, Django, Flask, MySQL, RESTful APIs, Git, Docker, Jenkins, Linux, Postman, TDD, Agile/Scrum, Azure, M365, Google Workspace APIs, and JavaScript.

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## TECHNICAL SKILLS

| | |
|---|---|
| **Technical Skills & DevOp Tools** | Python, data structures, libraries Django & Flask, MySQL, RESTful APIs, Version Control & Git, Unittest, Pytest<br>Docker, Jenkins, Postman, Linux |
| **Management Utilities:** | JIRA, Confluence, Scrum, Google Workspace, Azure, AWS, M365, |
| **Soft Skills:** | Communication, Collaboration, Problem-solving, Adaptability, Attention to Detail, Time Management |

## WORK EXPERIENCE

### Founder/Software Engineer
### Plus Ultra Solutions LLC

*05/2021 - 03/2024*                                                                                   *Wyoming, USA*

*A business solutions SaaS company based in America.*

*Achievements/Tasks*

- Developed web applications for various clients using Python frameworks, demonstrating proficiency in Python-based software development.
- Contributed to the design and implementation of APIs and in-house software solutions, highlighting an understanding of system architecture and software design principles.
- Applied Test-Driven Development (TDD) methodologies to ensure code quality and reliability, showcasing a commitment to software best practices.
- Collaborated within an agile Scrum environment for three years, demonstrating the ability to work effectively within a team and adapt to iterative development processes.

*Contact :* *Janson Nguyen  - +995 595 926 066*

### Applications Manager - Consultant
### Bahamas Technical & Vocational Institute

*06/2022 - 07/2023*                                                                                  *Nassau, Bahamas*

*The primary career, technical and training institution in the Commonwealth of The Bahamas.*

*Achievements/Tasks*

- Led the team in the successful Azure and Microsoft 365 hybrid infrastructure deployment, resulting in a 60% improvement in workflow accuracy and a 55% improvement in system uptime.
- Executed software solution analysis and implementation, leading to an 80% cut in operating costs and a 30% boost in team productivity.
- Drove a software onboarding and training program initiative for 150+ stakeholders, achieving 85% adoption and boosting productivity by 45%.

# WORK EXPERIENCE

### Technical Support Engineer - Consultant Remote
TrueLogic LLC

*06/2021 - 06/2022*                                    *Florida, USA*

*Truelogic is a remote software development outsourcing and staff recruitment service provider for the American market.*

*Achievements/Tasks*

- leveraged the Google Workspace APIs with JavaScript to engineer automation scripts that improved efficiency and decreased administrative work hours by 25%.
- Developed comprehensive technical documentation for the intranet, support guidelines, and operating procedures, promoting consistency and best practices organization-wide.
- Optimized the onboarding process for 250+ remote users across 8 countries by configuring and managing customized Google Workspace services.

### Technical Support Engineer - Part Time - Consultant
TES - The Employment Solution

*08/2018 - 08/2020*                                    *Ottawa, Canada*

*TES delivers IT and engineering staff augmentation solutions across the North American market.*

*Achievements/Tasks*

- Coordinated with cross-functional teams to perform an in-depth IT inventory audit, identifying areas for improvement and reducing annual IT spend by 15%; implemented a new asset management system, reducing IT support ticket resolution time by 40%.
- Coordinated with the RBC IT team to conduct a security audit of all hardware systems and directed the implementation of necessary upgrades; strengthened RBC's security posture; and mitigated potential breach risks by 12%.
- Orchestrated a full hardware refresh in a team of 3 by replacing and imaging 400+ new machines using SCCM scripts; reduced downtime by 33%; and increased productivity by 5%.

### Technical Support Engineer - Consultant
Convergence Networks

*03/2019 - 07/2019*

*Convergence Networks is one of North America's leading Managed Services & Security Providers.*

*Achievements/Tasks*

- Mentored and trained 10+ L1 Support Team members on technical Technical troubleshooting methodologies and tools, leading to a 30% boost in team efficiency and a 50% reduction in errors.
- Established an agile communication process with stakeholders, including regular status updates and follow-up calls to ensure prompt issue resolution; maintained a satisfaction rating of 98% throughout the project.
- Implemented and managed remote support for 5+ platforms and 10+ software applications; trimmed resolution time by 25%; increased customer satisfaction rate by 98%; and saved 10+ hours per week for the customer support team.

# EDUCATION

### Bachelor of Science Major in Computer Science
Charleston Southern University

*03/2011*                                    *Charleston, USA*

# CERTIFICATES

Google IT Support Professional (05/2023)               Altcademy Front-End Development (01/2021)

CompTIA A+ Certificate (06/2021)                       Google IT Support (06/2023)

Google IT Automation with Python (12/2023 - Present)