

# Alex P. Taylor

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## Skills

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Technical Support, Pre-sales Support, Data Visualization, Data Analysis, SQL, JavaScript, Python

## Experience

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### **Customer Success Specialist > Senior Solutions Engineer** LIQUIDPLANNER, 2017 TO 2023

- Demonstrated expert-level product knowledge on both versions of the company's predictive, priority-based project management software, including advanced topics such as data import, SSO/SAML, and API use.
- Developed scripted automations for bulk updates and simulations of a live environment via the API in Python.
- Conceptualized and presented customized technical solutions for prospects specific to their industry, project management methodologies, and processes, leading to a 30% increased conversion rate in supported deals.
- Devised data models and streamlined the implementation of reporting proofs-of-concept within the LiquidPlanner application itself, as well as in Tableau, Looker Studio, and Excel via our RESTful API.
- Implemented automated internal sales/marketing operations reporting from Salesforce and HubSpot using Supermetrics, Google Sheets, and Looker Studio to provide insights that drove the company's marketing strategy.
- Pinpointed bugs raised by customers for triage by engineering; conducted and documented initial and follow-up testing to ensure issue resolution.
- Supported all aspects of new feature development, from relaying customer feedback, designing with the product team, and rolling out marketing and support content in the form of articles and feature highlight videos.

### **Medical Scheduler** - MEDICAL CONSULTANT'S NETWORK, 2015 TO 2017

- Coordinated high-stakes medical evaluations, negotiating complex client requirements with strict specifications set by certified providers, and with empathy for the well-being of claimants.

### **Customer Service Representative** - TUNDRA RESTAURANT SUPPLY, 2015

- Conducted research to identify and source replacement parts for customers' equipment from an internal network of five warehouses and an external network of over 50 manufacturers.

### **Receptionist > Lead Project Manager** - CUSTOMER PARADIGM, 2012 TO 2014

- Implemented agile policies and structures to drive the on-time completion of 200+ e-commerce projects, including migrations, custom module development, and from-scratch site builds.
- Completed minor development tasks, including product imports for e-commerce sites as well as site styling.

## Projects

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### **Marvel Comic Finder (Node + React)** – SPRINGBOARD, MARCH 2024

- This application allows users to work with the Marvel API to search for comics using a cross-reference of two characters. Deployed using Render.
- Technologies Used – React + Vite, Node, Express, PostgreSQL, JWTs, JSONSchema, Dotenv, Material-UI

### **Marvel Comic Finder (Python + Flask)** – SPRINGBOARD, DECEMBER 2023

- This is a combined front and backend application that allows users to work with the Marvel API to search for comics using a cross-reference of two characters. Deployed using Render.
- Technologies Used – Flask, Python, PostgreSQL, JavaScript, CSS, HTML

## Education and Credentials

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**Software Engineering Certification** - SPRINGBOARD, 2024

**Data Visualization Certification** - UNIVERSITY OF WASHINGTON, 2021

**Salesforce Certified Administrator** - SALESFORCE, 2021

**Bachelor of Arts (B.A.) in History, Minor in Business Administration** - COLORADO STATE UNIVERSITY, 2010