

Christine Taylor

Trumbul, CT | (845)-467-0469 | ctay47@icloud.com | www.linkedin.com/in/ctaylor51 | Github.com/ctay47

Technical Skills

JavaScript, React/Redux, Node.js, Express, HTML/CSS, API Deployment, PostgreSQL, Firebase

Work Experience

CAMPBELL SOUP CO. - Pepperidge Farm Inc., REMOTE DSD SUPPORT ASSOCIATE

2021 - 2023

- Provided technical support to independent distributors and internal customers, troubleshooting specialized equipment and software.
- Trained distributors on installing OTS software on mobile devices and served as customers' primary point of contact, interacting with various internal teams such as billing, escalations, IT, and master data.
- Identified, investigated, and resolved issues related to periodic maintenance, procedural support, and technical equipment troubleshooting, ensuring customer interactions were addressed promptly and accurately.

SYKES/SITEL GROUP - Remote Customer Service Representative, Capital One

2018 -

2021

- Became an expert in Capital One's custom products and adapted product recommendations quickly to suit client needs.
- Responsible for resolving 100+ retail banking inquiries concerning online banking and security procedures on the first call.
- Used customer journey mapping to identify opportunities to reduce friction and improve channel workflows.
- Educated customers on navigating mobile and online experiences to manage accounts efficiently.
- Became an expert in Intuit's custom products and adapted product recommendations quickly to suit client needs.
- Resolved customer concerns and issues with the TurboTax software by using appropriate troubleshooting and problem analysis techniques to isolate the root cause of the problems and recommend/implement proper solutions to resolve the problem.
- Interacted with various internal teams, such as escalations and engineering, and facilitated customer communication.
- Used qualitative data to measure success and implemented strategies for improving service level agreements (SLAs) and key performance indicators (KPIs).

Software Engineering Projects

[Our Youtube Clone /Github](#)

Technology Utilized: React and HTML/CSS

Description: As part of a team project, I developed a YouTube clone using React and HTML/CSS. The project involved building a responsive user interface that mimicked the look and feel of the YouTube platform, including features such as video playback and search functionality. The project also integrated the YouTube Data API to retrieve and display real-time video data.

[Streetverse/Github/ NFTGithub](#)

Technology Utilized: React, Express, PostgreSQL, Tailwind CSS, Firebase, Solidity, and Web3

Description: As part of a team of developers, I contributed to developing an NFT street-wear club called StreetVerse. The project involved designing and implementing a user interface using React, Tailwind CSS, and Firebase to build a platform where users can buy, sell, and trade exclusive street-wear items using NFTs and participate in community events.

- Utilized Solidity to develop smart contracts, which govern the creation, transfer, and ownership of NFTs on the Ethereum blockchain.
- Designed and implemented a backend using Express and Postgres, which stores user data, transaction history, and NFT metadata.

Education

[Software Engineering](#) | Pursuit | New York, New York | December 2022

[Bachelor of Science](#) | Mercy College | Dobbs Ferry, New York