

Taylor Morris  
Portland, Oregon  
hello@taylormorris.net

## Relevant Work Experience

- **Support Engineer, Alpaca Markets (February 2022 - present)**
  - Monitor Zendesk ticket queues and provide support to developers, traders, and broker partners
  - Troubleshoot and diagnose issues using Kibana, Metabase, Postman, and escalate as necessary to engineering and operations teams
- **Senior Technical Support Engineer, Airship (July 2019 - February 2022)**
  - Built broad knowledge of microservices architecture via in-depth technical troubleshooting and engineering escalations using BigQuery, Looker, data streaming APIs, internal Python tools
  - Participated in on-call rotation with 24/7 incident response; used cloud monitoring tools like Grafana and Stackdriver to quickly identify potential service issues
  - Assisted interviewing and onboarding new hires and led technical training sessions on APIs and web technologies; built and maintained standard operating procedures for globally-distributed support team
- **Development Coordinator, Oregon Museum of Science & Industry (2015 - 2017)**
  - Extensive donor database and CRM work; data wrangling and report writing using Crystal, Excel, and Raiser's Edge; communication strategy and design; event planning and management; website management with Drupal
- **Technical Writer, Etransmedia Technology (2012)**
  - Wrote and designed internal and external documentation for medical records software; participated in extensive manual regression testing and test writing

## Education and Training

- Alchemy Code Lab - Software Development Bootcamp (April - June 2018)
- PDX Code Guild - Intro to Programming (November 2017)
- State University of New York at Cortland - B.A. Professional Writing (conferral May 2015)

## Some Personal Projects

- Northern Oregon Coast Range Map (NOCR Map) - <https://github.com/morristaylor/nocr-gaia-map>
  - Full details here: <https://northern-coast-range.netlify.app/>
  - Used ES6 JS, Node, Cheerio web scraping, Mapbox GL, and Netlify to create a hiking trailhead map of Oregon's Northern Coast Range
- To Spot A Mockingbird - <https://github.com/tospotamockingbird/tsam>
  - Used Node, Express, CSS, HTML, Google Maps API, and eBird API to create a birdwatching journal for the Pacific Northwest
  - 4-person group used GitHub to collaborate and build this webapp as a team; my contributions mainly focused on backend service using Express, Postgres, and Google Maps API

## Tools Experience

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| <ul style="list-style-type: none"><li>● Python - scripting, tooling, some Django</li><li>● Javascript (ES5/6) - Node, some React</li><li>● Data - Google SQL, PostgreSQL, BigQuery, Kibana, Metabase, Looker</li><li>● Version Control - git via GitHub, code review and PRs, repo maintenance</li></ul> | <ul style="list-style-type: none"><li>● Tools - Jira, Confluence, Slack, Rundeck, Statuspage, Grafana, Stackdriver, Postman, Brew, NPM, pip, VS Code, some Docker, various CLI tools and coreutils, Zendesk</li><li>● Currently pursuing Google's GCP ACE certificate</li></ul> |
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