

Taylor Morris
Portland, Oregon, USA
hello@taylormorris.net | github.com/morristaylor

Relevant Work Experience

- **Technical Support Engineer, Prismatic (remote, January 2024 - present)**
 - Triage and troubleshoot complex B2B integration issues in Node/Typescript in AWS environments by conducting code and design review; bug hunting and issue reproduction while working closely with product and engineering teams
 - Assist onboarding new customers by conducting regular checks-ins and giving best-practice recommendations during implementation and go-live
 - Write and edit customer communications, docs content, email and newsletter campaigns, and technical onboarding material
- **Support Engineer, Alpaca Markets (remote, February 2022 - October 2022)**
 - Troubleshoot fintech trading platform and API issues using Python, Kibana, Metabase, and Postman; partnered with engineering and financial operations teams to track and resolve outstanding technical and brokerage issues
 - Managed Zendesk ticket queues and Slack channels to provide rapid support to developers, traders, and brokerage partners
- **Senior Technical Support Engineer, Airship (hybrid, July 2019 - February 2022)**
 - Built broad knowledge of microservices architecture in GCP environment and mobile SDKs via in-depth troubleshooting using BigQuery, Looker, data streaming APIs, Python and JS tools
 - Participated in on-call rotation with 24/7 incident response; used cloud monitoring tools like Grafana and Stackdriver to quickly identify and escalate service issues
 - Assisted interviewing and onboarding new hires and led technical training sessions on APIs and web technologies
- **Development Coordinator, Oregon Museum of Science & Industry (in-office, 2015 - 2017)**
 - Conducted extensive donor database and CRM work via data wrangling and report writing using Crystal, Excel, and Raiser's Edge; participated in communication strategy planning and design, event planning and management

Education and Training

- State University of New York at Cortland - B.A. Professional Writing (conferral May 2015)
- Alchemy Code Lab - Software Development Bootcamp (Spring/Summer cohort, 2018)

Languages and Tools

- Python - scripting, tooling, some Django
- Javascript (ES5/6) - Node, Typescript, some React
- Data - GraphQL, Google SQL, PostgreSQL, BigQuery, Kibana, Metabase, Looker, Datadog
- Version Control - git via GitHub and GitLab, code reviews and PRs, repo maintenance
- macOS, Windows, various Linux distros, Bash and Zsh, coreutils, various package managers
- Google Cloud Platform, AWS (S3, Lambdas), SSH, Postman, Grafana, Stackdriver
- Zendesk (agent, admin, and APIs), Thena AI, Slack, Jira, Confluence, Statuspage, PagerDuty