Taylor Morris
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Relevant Work Experience
- **Support Engineer, Alpaca Markets (February 2022 - October 2022)**
  - Troubleshot trading platform and API issues using Kibana, Metabase, Postman; escalated to and partnered with engineering and financial operations teams to quickly resolve complex issues
  - Managed Zendesk ticket queues and Slack channels to provide rapid support to developers, traders, and brokerage partners
- **Senior Technical Support Engineer, Airship (July 2019 - February 2022)**
  - Built broad knowledge of microservices architecture and mobile SDKs via in-depth technical troubleshooting using BigQuery, Looker, data streaming APIs, internal Python tools, Xcode
  - 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; built and maintained standard operating procedures for globally-distributed support team
- **Development Coordinator, Oregon Museum of Science & Industry (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
- **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
- State University of New York at Cortland - B.A. Professional Writing (conferral May 2015)
- Alchemy Code Lab - Software Development Bootcamp (Spring - Summer 2018)
- PDX Code Guild - Intro to Programming (Fall 2017)

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