

**TAIYLAR BALL**  
Atlanta, GA  
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## Education

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**Florida A&M University**, Tallahassee, FL  
**Major:** Biology  
**GPA:** 3.4

**Expected Graduation:** May 2020  
**Degree:** Bachelor of Science

## Internship and Work Experience

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**No Fraud**, New York, NY (remote)  
*Operations and Sales Admin*

February 2021-Present

- Navigate and track tasks across multiple platforms (Zendesk, Salesforce, finance platforms, stripe, Braintree, Shopify backend)
- Helped develop user manuals, program documentation, training manuals, and operational procedures.
- Provide admin data support via spreadsheets for multiple departments (sales, client success, operations)
- Support customers using Zendesk customer service, engagement, and sales CRM solutions
- Paired written content with relevant photographs or drawings to help increase readability and understanding.
- Researched subject experts when designing new written materials for end-user manuals.
- Create help desk documentation (Zendesk) with step-by-step instructions on problem resolving techniques regarding billing/finances/credit notes
- Diagnose, troubleshoot, and resolve a plethora of finance and billing issues.

**Center for Resilience**, New Orleans, LA  
*High School Science Teacher*

July 2020-December 2020

- Supporting program-wide behavior management system and reflecting program philosophy of positive behavioral supports
- Unit and lesson planning and leading individualized and/or small-group instruction in Science
- Collaborating with students' sending schools to ensure IEP and other academic records remain current
- Collaborating with members of the Center for Resilience clinical and medical teams to ensure comprehensive, therapeutic approaches to all children on the case load
- Created how-to guides for parents and students to access online materials

**W.W. Norton & Company**, New York, NY  
UNCF/AAP Scholar  
*Editorial Intern*

May 2019-August 2019

- Work with Editor on opportunities to develop book acquisitions
- Read submitted manuscripts to recommend for publication
- Write reader reports to pass on to Editor
- Supervisors: Alane Mason and Mo Crist

## Skills

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Data Privacy, Finance, Cybersecurity, Operations, Troubleshooting, Microsoft Office, Java, Azure, Github

## Websites

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<https://www.linkedin.com/in/taiylarball/>  
<https://github.com/taiylarball/TaiylarBall>

