**TAIYLAR BALL**

Chicago, IL

7088431205

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**Education**

**Currently: University of Illinois Urbana-Champaign**, Champaign IL

**Degree:** Illinois Computing Accelerator in the Graduate Department of Computer Science

**Florida A&M University,** Tallahassee, FL

**Degree**: Bachelor of Science in Biology Awarded May 2020

Programming Languages: Python, Java

**Internship and Work Experience**

***No Fraud,*** New York, NY (remote)February 2021-Present

*Operations Admin/Product Writer*

* Navigate and track tasks across multiple platforms (Zendesk, Excel, Salesforce, Stripe, Braintree, Shopify backend)
* 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.
* Analyze and interpret data to identify trends, patterns and opportunities for the business and clients
* Develop reports that support assessment of operations and continuous improvement including trends, exceptions, etc
* Provide admin quantitative data support via advanced excel spreadsheets for multiple departments (sales, client success, operations)
* Support customers using Zendesk customer service, engagement, and sales CRM solutions
* 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 July 2020-December 2020

*High School Science Teacher*

* 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 May 2019-August 2019

*Editorial Intern*

* 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**

Data Privacy, Finance, Cybersecurity, Operations, Troubleshooting, Microsoft Office, Excel( V-lookup)

**Websites**

https://www.linkedin.com/in/taiylarball/