

Taliaa R. Tauatolo

832-916-8153 • Houston, Texas • taliaadev@gmail.com • <https://taliaa.herokuapp.com>

EXPERIENCE

Royal Eagle Waste & Recycling

7/2020 – 07/2021

Technical Support Analyst – 12 mo. contract

- Facilitated and oversaw development of company website, while collaborating with development team to fix any technical issue and to deploy and host site.
- Assisted customers with signing up for subscriptions and provided technical support.

11/2019 – 06/2020

Nesh

Software Engineer

- Developed backend with Node.js, Python to fulfill speech and text queries from Rasa API (Python) and PostgreSQL database to display queries about the oil and gas data.
- Developed self-service ETL feature with Python, JavaScript/TypeScript and AWS for clients to upload their own data into the front-end of the chatbot into the database on the back-end.
- Designed and implemented UI/UX for chatbot dialogue and display for charts and maps.
- Fixed bugs in the application and developed new features requested by clients in Jira.
- Client users of the web app included oil & gas companies such as Equinor, Hess, Exxon and more.

Rolls-Royce

09/2015 - 11/2018

Application Support Engineer

- Primary App Support Engineer for version 11 software VisiumKMS (Operational Risk, Change & Incident Management solution for oil & gas companies) built with ASP.Net.
- Led and assisted over 100 updates/upgrades/releases for clients on hosted and deployed production servers, utilizing Microsoft IIS, Microsoft SQL Server and Oracle 11g/12c.
- Resolved over 1000 incidents in ServiceNow reported by end users by troubleshooting the database and app server with diagnostics tools, reporting bugs to development in Azure DevOps, and providing workarounds and hotfixes all within SLA and under ITIL best practices.
- Client users of the web app included oil & gas companies such as Shell, BP, Chevron, Phillips 66, and more.

SKILLS

Languages	JavaScript, C#, HTML, CSS/SASS, Python, XML, Linux/Unix shell scripting, SQL (T-SQL, PL/SQL)
Libraries & Frameworks	React, Angular, Redux, Node.js, Express.js, jQuery, ASP.Net, Django, Bootstrap
Tools & Platforms	Git, Google Cloud Platform, Azure, AWS, Restful API's, Microsoft Office Suite, various ETL platforms
Databases	Microsoft SQL Server, Oracle, PostgreSQL, MongoDB, DynamoDB

EDUCATION

B.B.A. | Management Information Systems

Lamar University | Beaumont, TX | 2015

- Undergraduate Coursework: VB.Net Programming, Information Systems Analysis & Design, Databases, IT Network & Security, Project Management, SAP
- President of Alpha Kappa Psi Professional Business Co-ed Fraternity

Full Stack Web Development

DigitalCrafts | 2019

- Developed over 20 modern full-stack web applications within one week or sooner.
- Coursework: Programming Fundamentals, Algorithms & Data Structures, Full Stack Web Development