

**Taya Lauer**  
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### **Summary of Qualifications**

- Proficient HTML, CSS, JavaScript, and Photoshop
- Strong organizational and multi-tasking skills
- Effective teamwork skills
- Ability to meet deadlines and productivity standards

### **Employment History**

*Retailer Web Services, Scottsdale, Arizona 03/2016 - Present*

*Web Content Manager/Front End Web Developer*

- Actively managed and maintained over 80 web sites
- Edited web page content and created new landing pages using HTML, CSS, jQuery, and a proprietary language similar to PHP
- Created marketing and promotional materials with Photoshop
- Identified and corrected issues or referred issues to appropriate personnel for correction.
- Responded to user email and phone inquiries
- Used Google Analytics to track and report website traffic

*Banner Health, Sun City, Arizona 01/2013 – 03/2016*

*Nutrition Representative*

- Member of the Culinary and Nutrition Shared Leadership team, worked on projects to improve department processes and procedures
- Completed daily data entry to ensure quality assurance and for billing purposes
- Provided positive support and knowledge in general wellness and nutrition education over the phone and in person
- Identified issues and made alternative solutions, conclusions, and approaches to problems
- Collaborated with nurses and dietitians to ensure patients received excellent care and service

*Trivita Inc, Scottsdale, Arizona 02/2011 - 02/2013*

*Customer Service Representative*

- Had the second lowest frequency of supervisor assists in the company, proving that I could effectively resolve problems and customer complaints under high pressure and stressful situations
- Resolved service and billing issues via inbound calls
- Identified customers' needs to effectively up sell and cross sell

### **Education**

*Paradise Valley Community College*

Computer Programming and System Analysis – Currently Enrolled

### **Events**

*The Nerderly Overnight Website Challenge*

Created a website within 24 hours with a small collaborative group for a non-profit organization - The Alzheimer's Research and Prevention Foundation - <http://alzheimersprevention.org/>