

Taylor Steele

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OBJECTIVE

Hospitality manager turned software engineer. Seeking to leverage my technical and customer service skills to create compelling customer experiences.

EDUCATION

Rollins College

Bachelor of Arts in Psychology and Music

Winter Park, FL

May 2015

EXPERIENCE

Wiley Education Services

Omni Channel Specialist

Orlando, FL

March 2019 – October 2019

- Facilitated student enrollment and guided potential students through their educational selection process through omni-channel platforms.
- Responsible for facilitating and executing strategies to provide students with seamless experiences between multiple channels.
- Created and maintained database for live-chat and email communications with focus on student inquiries, presented analysis to team and leadership using Power BI data visualization.
- Assisted in developing and executing plans for other teams and verticals to integrate into omni-channel experience.

Towne Park

Associate Account Manager, Valet Department

Orlando, FL

July 2017 – March 2019

- Managed operations for valet, parking, and bell services at the DoubleTree Universal, 750 room 4-star hotel.
- Hired, trained, and supervised team of 30 valet attendants with focus on high levels of professional appearance, demeanor, and service for guests.
- Increased customer service scores by 28% through focus on employee development program (Q418)
- Responsible for overall department budgets (\$900k) to include revenue generating and cost savings initiatives, exceeded revenue goals 6 consecutive months (Q418)

Valet and Bell Services Coordinator

February 2016 – July 2017

- Supervised valet and bell services shift to ensure service standards were met or exceeded
- Provided wide range of hospitality services to guests in an attentive, friendly and efficient manner.

Rollins College, Department of Music

Administrative Assistant and House Manager

Winter Park, FL

August 2011 – May 2015

- Provided clerical support for department staff, faculty, and students
- Developed and implemented new filing and organization practices
- Managed front & back-of-house volunteer teams for music performances

TECHNOLOGY SKILLSET

- Software Engineer Technologies: JavaScript, ReactJS, NodeJS, SQL, Google Cloud Services, Python
- Professional Experience: Access, Canvas, Excel, Outlook, Photoshop, Power BI, PowerPoint, Premier, Salesforce, SAP, Sibelius, SPSS, Word, Workday