

# TAYLOR STEELE

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## SUMMARY

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Full Stack Web Developer with 3.5 years of professional experience. Skilled in organizing teams across disciplines to engineer user-first solutions with a focus on efficiency and client satisfaction. Background in application development, end-to-end SDLC, and cloud computing technologies.

## TECHNICAL SKILLS

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- Web Technologies & Frameworks: React, Redux, HTML5, CSS
- Scripts/UI: JavaScript, TypeScript, AJAX, Bootstrap, MaterialUI Styled Components
- Database & ORM: PostgreSQL, MongoDB, Redis, Google Cloud Firestore, AWS
- Versioning & Development: Git, Mozilla Firebug, Chrome developer tools, ESLint

## EXPERIENCE

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### Wiley Education Services

Orlando, FL

*Omni Channel Developer*

Mar 2019 – Oct 2019

- Developed, maintained and assisted system migration of Live Chat suite using Salesforce scripting languages, content creation tools, management tools, and digital media.
- Coordinated team to develop databases that supported Salesforce Live Chat operations.
- Identified problems uncovered by testing or client feedback, and corrected problems or referred problems to appropriate personnel for correction.
- Analyzed user, client, and business needs to determine technical requirements.
- Responded to student, agent and client email inquiries, or set up automated systems to send responses.

### Towne Park, LLC.

Orlando, FL

*Associate Account Manager*

Jul 2017 – Mar 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 to include revenue generating and cost savings initiatives, exceeded revenue goals 6 consecutive months (Q418)

*Guest Service Coordinator*

Feb 2016 – Jul 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.

## EDUCATION

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### Rollins College

Winter Park, FL

*Bachelor of Arts in Psychology and Music*

May 2015