

Taylor Keltgen

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Web Development Portfolio

Education:

Associates Degree of Applied Science - Austin Community College | May 2018

Diploma - Del Valle High School | June 2012

Certifications:

- Coding Bootcamp for Full Stack Web Developer | University of Texas at Austin
- CompTIA A+ Certification
- EPA Certified Universal License | HVAC

Personality Traits:

- | | | |
|------------------------|-----------------------|--------------------|
| • Leadership mentality | • Process driven | • Quick learner |
| • Hard working | • Efficiency seeking | • Highly adaptable |
| • Resourceful | • Enjoy helping other | |

Work Experience:

University of Texas at Austin

Sep.2018 – Present

IT Professional:

- Provide desktop support and general IT services to a user base of technical and non-technical customers, in a diverse academic environment.
- Played a major role in the creation and sculpting of a new sub-department for the team, laying out the foundation that is still currently used in the Deployment Center.
- After my first six months I was promoted to Desktop Support Specialist, after three months in the new role I began to lead my zone, including reorganizing and producing documentation on the supported clientele.
- At the start of the pandemic, I stepped up to focus on IT support to the University Police Department. Learning unique technologies and histories. They are a project heavy client for support. Examples: In-car laptop/camera setups, Dispatch work consoles, building network security upgrades, HALO Security Camera implementation, iPhone MDM registration and implementation, conference room upgrades, just to name a few.
- I provide technical support for the campus Emergency Operations Center during important events, such as home football games. Coordinating efforts to make sure the equipment in the EOC is operational during special events held on campus.
- Provide clear communication with both team members and clients in a professional and easily digestible way, for both technical and non-technical individuals.
- Support mainstream software applications, including Office. Maintain inventory, manage life cycle processes, develop hardware specifications, and administrative tasks as needed. Record and track support requests using ServiceNow.

H-E-B

Aug.2015 – Sep.2018

Deli Representative:

- Attended a company Leadership Class, to improve my leadership skills.
- Lead morning operations as well as; stocking, planning, ordering, merchandising, and display building.
- Communicated with various managers, store directors, and product vendors via email regularly.
- Assist customers with product, answering questions, concerns, and providing great hospitality.
- Executed customer and store-based projects effectively.
- Completed a forklift operator certificate.
- Trained in additional departments: Meat market, General Merchandise.

Maintenance Specialist HVAC

Feb. 2013 - Aug. 2014

Heating/Air Conditioning Technician:

- EPA Certified with Universal License after 6 months with perfect scores.
- Provided exceptional customer service every day.