

# Taylor Keltgen

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## Education:

Sep. 2021 – Mar. 2022: University of Texas at Austin – Coding Bootcamp for Full Stack Web Developer

May 2018 - Graduate of Austin Community College, Study of Applied Science

June 2012 - Graduate of Del Valle High School, Del Valle TX

## Web Developer Portfolio:

<https://react-to-my-portfolio-keltgen.herokuapp.com/>

## Personality Traits:

- Leadership mentality
- Hard working
- Process driven
- Looking for growth
- Efficiency seeking
- Quick learner
- Highly adaptable
- Enjoy helping others

## Work Experience:

### **University of Texas at Austin**

Sep.2018 – Present

#### IT Professional

- 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 cliental.
- 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 maintain functionality during special events.
- Able to clearly communicate with both team members and clients in a professional and easily digestible way, for both technical and non-technical individuals.

### **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.