

Taylor Ertrachter

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EDUCATION

Florida Institute of Technology, Melbourne, FL - GPA 3.15

Bachelor of Science in Software Engineering
Minor in Business Management

Expected Graduation: May 2021

TECHNICAL SKILLS

Microsoft Office Suite, G Suite Windows, MacOS, Linux git, svn, JUnit
Rust, Python, C, R, Visual Basic, Java, Node.js, Bash, HTML5

EXPERIENCE

Data Flow Systems, Melbourne, FL

October 2020 – Present

Software Developer Intern

- Lead in design and technical development of prototype custom Debian “Buster” OS variant on company’s mainline embedded project.
 - Developing Rust based software using a model-view-controller module-based design pattern.
 - Established and maintaining tailored modification of Qt cross-platform framework designed to run on low-powered, minimal embedded systems.
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Florida Institute of Technology, Melbourne, FL

June 2019 – October 2020

Gleason Performing Arts Center Technician

- Configured, set-up, maintained and operated theatrical lighting and sound systems for theater, dance, music and other productions and events; assists venue clients with design and technical matters.
 - Oriented facility renters and visiting productions to safety, technical characteristics and other areas of facility operations.
 - Trained in audio, lighting, stage work, pre and postproduction in audio or video engineering.
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Florida Institute of Technology, Melbourne, FL

August 2017 – July 2019

Tech Support Center Analyst

- Provided customer service and first-tier support for technology incidents submitted via phone, e-mail, or walk-in visit.
 - Conducted initial interview of users and document pertinent information into the incident tracking system.
 - Collaborated with Lead Technicians to escalate incidents to other support teams as needed.
 - Monitored appropriate service queues for new incidents and made necessary follow-up calls.
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Stellar, Jacksonville, FL

May - July 2018

Business Analyst and Help Desk Tech Intern

- Coordinated with Business Systems Analysts and Project Management to deliver solutions based on business requirements.
 - Designed, developed, integrated, and implemented middleware applications and integration services.
 - Managed work streams, third-party vendors, project timelines and output expectations.
 - Maintained an Asset Database and tracked changes.
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LEADERSHIP

- Eagle Scout rank, Boy Scouts of America, June 2016
- Club officer positions held:
 - Treasurer, Florida Tech College Players
 - Treasurer & Secretary, Florida Tech American Institute of Steel Construction

- SAFC Committee Member, Florida Tech SGA
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