**Taylor Ertrachter**

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**EDUCATION**

**Florida Institute of Technology, Melbourne, FL - GPA 3.1**

Bachelor of Science in Software Engineering Expected Graduation: May 2021

Minor in Business Management

**TECHNICAL SKILLS**

Microsoft Office Suite, G Suite Windows, MacOS, Linux git, svn, JUnit

Python, C, R, Visual Basic, Java, Bash, HTML5 Magic XPI Studio, SharePoint, PowerApps

**EXPERIENCE**

Florida Institute of Technology, Melbourne, FLJune 2019 – Present

***Gleason Performing Arts Center Technician***

* Configure, set-up, maintain and operate theatrical lighting and sound systems for theater, dance, music and other productions and events; assists venue clients with design and technical matters.
* Orient facility renters and visiting productions to safety, technical characteristics and other areas of facility operations.
* Training in audio, lighting, stage work, pre and post production in audio or video engineering.

Florida Institute of Technology, Melbourne, FLAugust 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.

Stellar, Jacksonville, FL May - July 2018

***Business Analyst and Help Desk Tech (internship)***

* 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.

Episcopal School of Jacksonville, Jacksonville, FL Summers 2015 - 2017

***Information Technology Office Intern***

* Built and maintained a new state-of-the-art Windows computer lab.
* Assisted in the setup up, installation, and management of a Mac lab and server.
* Responsible for diagnosing problems and conducting updates for hardware and operating systems for all classrooms while working independently.

**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
* Stage Manager, Technical Theater, high school and college