**Taylor Ertrachter**

[tertrachter2017@my.fit.edu](mailto:tertrachter2017@my.fit.edu) • 904-655-6056 • github.com/tertty

**EDUCATION**

**Florida Institute of Technology, Melbourne, FL - GPA 3.15**

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

Rust, Python, C, R, Visual Basic, Java, Bash, HTML5

**EXPERIENCE**

Data Flow Systems, Melbourne, FLOctober 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.

Florida Institute of Technology, Melbourne, FLJune 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.

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 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.

**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