

TJ Taylor

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[PORTFOLIO](#)

[GITHUB](#)

[LINKEDIN](#)

SKILLS

Python, JavaScript, ReactJS, Redux, Flask, SQLAlchemy, Express, Docker, HTML, Pug, CSS, SASS, SQL, MongoDB, Sequelize, NodeJS, Postgres, Git, Heroku, Data Structures, Algorithms, Jest, Test-Driven Development, Agile Methodology

PROJECTS

Spark (Docker, Flask, Python, React.js, Redux, Hooks, HTML5, CSS3, SQLAlchemy, Postgres, Pandas, Heroku)

[live](#) | [github](#)

Magic the Gathering social platform to build, share, and discuss game decks

- Implemented a PostgreSQL relational database demonstrating usage of aggregate columns and association object tables.
- Applied Redux's unidirectional data flow with ReactJS for predictable app state and reliable DOM rendering.
- Enhanced user functionality by integrating feature targeted packages such as sqlalchemy-searchable and react-sortable-HOC.

SeedFund (Docker, Flask, Python, ReactJS, Hooks, HTML, CSS, SQLAlchemy, PostgreSQL, Heroku)

[live](#) | [github](#)

Crowdfunding application in the style of Kickstarter. A collaborative, four person team agile sprint project.

- Ensured responsive user interactions through utilizing a streamlined design based on a Flask/React architecture.
- Harnessed the power of ReactJS Hooks to reuse components' stateful logic with minimal requests to the server.
- Protected user account information through Flask's support for client side sessions (secure cookies), coupled with authentication routes on the frontend and password hashing on the backend.

ChowTown (MongoDB, Express, Node.js, React, Redux, HTML, CSS, SASS, Heroku, AWS S3)

[live](#) | [github](#)

Restaurant review and reservation site in the style of Opentable.

- Created robust and feature-rich experience by integrating an external restaurant API which can provide relevant content regardless of location.
- Solved large file storage concerns by utilizing an AWS S3 bucket to store user photos.

EXPERIENCE

Technical Support Specialist

Sutherland Global

Jan 2019 - May 2020

- Leveraged technical knowledge to help secure and maintain first tier ranking among contractor companies for our client.
- Identified, investigated, documented, and resolved new trends and chronic issues related to customer services, while utilizing ticket management skills within a collaborative teamwork environment.

Click to Chat Technical Support Agent

Kelly Services

May 2017 - Jan 2019

- Facilitated incoming technical support requests for a multinational fortune 500 tech company, diagnosing and ensuring resolution for issues related to computer, tablet, and phone hardware in addition to advanced software troubleshooting.
- Maintained 90%+ customer satisfaction per expectations of the client while serving 500+ customers a week.

Level III Help Desk / Advanced Technical Support

Embarq/CenturyLink

Apr 2008 - Mar 2017

- Programmed and monitored backend customer profiles via DSLAM graphical interfaces and Redback/ALU systems.
- Identified process improvements; developed documentation detailing scope of support for frontline agent communication.
- Advised and mentored junior team members as a dedicated formal mentor and manned an internal help desk support line.
- Contributed to programming and testing internal wiki and web app development for employee use interfacing with systems.

EDUCATION

App Academy | Full-Stack Software Engineering and Computer Science fundamentals and best practices | 2020-2021

University of Central Florida | Bachelor of Arts in English Literature | 2009 - 2011

Valencia College | Associate of Arts: General Studies | 2008 - 2009