

# TJ Taylor

(352) 705-3293

tjtaylorjr@gmail.com

[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

*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