

PERSONAL PROFILE

I am a Systems Reliability Engineer with holistic knowledge of system automation and reliability engineering in complex multi-server enterprise environments. I am passionate about technology, programming and learning new things about DevOps.

CONTACT ME AT

 tommynov@vt.edu

 PLACEHOLDER

 @tbtaylor100

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TECHNICAL PROFICIENCIES

Operating Systems

- Windows Server 2008-2016
- AIX
- Linux/Unix

Web Technologies

- Selenium
- RESTful APIs





Languages

- UiPath
- JSON
- Bash
- CSS
- Python 3
- Perl
- XML
- HTML

Enterprise Products

- ServiceNow
- MS SQL
- DB2
- MS Office Suite
- DOM
- e-SPS
- GTN

ACHIEVEMENTS

-  Rated within the top 5% of employees in 2021.
-  Awarded Star Employee for Q2 and Q3 2020.
-  Successful migration and integration of 9 production windows servers and 3 production databases.
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EDUCATION

Bachelor of Science in Nanoscience

Virginia Polytechnic Institute and State University
July 2019

THOMAS TAYLOR

WORK EXPERIENCE

Lead IT Project Engineer

Wipro, LTD. | July 2019 - present

- Utilized specific business knowledge and general business acumen to foster effective IT engagement.
- Developed test cases and scenarios in enterprise applications for new project implementations.
- Contributed to the KEDB by creating and modifying documents for internal and customer-facing users.
- Assisted other team members with triage and RCA during problem and incident management tasks.
- Developed and tested 30+ interfaces and processes in Python from end-to-end based on project requirements.
- Acquired the role of SME and system lead over 3 applications (e-SPS, DOM, GTN).
- Served as the liaison between the business and the application support team.
- Managed and allocated team members towards several projects or requests based on priority.
- Built and maintained over 50 RPA workflows using UiPath for process automation, monitoring and optimization.
- Transformed business needs into technical solutions through robust communication and coordination.
- Resolved and completed all incidents and projects with an SLA level of > 99%.

Research Assistant

Emori Research Group | May 2019 - July 2019

- Engineered a programmable temperature controller capable of reaching and maintaining temperatures over 100 °C, which was integrated into an existing Ferromagnetic Resonance (FMR) spectrometer.
- Programmed software designed to create a readable interface and tunable temperature for the end-user.
- Used AutoCAD Inventor to help fabricate 3D printable electrical housing and copper heat pipes for proper heat transfer and insulation.
- Developed an electrical circuit for the temperature controller in AutoCAD electrical.

Restaurant and Arcade Manager

Frank Theatres Cinebowl & Grille | Nov. 2017 - Nov 2018

- Designed and implemented a new training course to optimize the quality of trained employees.
- Created detailed reports on weekly, monthly, and annual revenues, costs and par predictions.
- Maintained the condition of POS systems, printers, company desktops and networking equipment.

PROJECTS

Airplane Price Tracker | Code

Script developed in Python capable of making requests to a RESTful API. These requests check the price over the next 6 months and will send a notification will be sent to the user via email if the price falls below a certain price. The script is scheduled daily on a windows server 2016 VM, which is virtualized using Proxmox on a home server.