Taylor Ertrachter

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EDUCATION

Florida Institute of Technology, Melbourne, FL
Bachelor of Science in Software Engineering
Minor in Business Management

TECHNICAL SKILLS

Microsoft Office Suite, G Suite	Windows, MacOS, Linux	git, svn, Junit, Jenkins
AWS, LXD, Docker	Rust, C, Java, Python, MySQL, HTML, Javascript	Management, Recruiting

EXPERIENCE

Data Flow Systems, Melbourne, FL   November 2020 – Present

Product Engineering Manager
• Manages a team, provides direction and coaching to maximize individual and team performance.
• Administers budgetary responsibilities, including resource allocation, expense tracking, cost optimization by using Atlassian products like Jira and Confluence to achieve financial targets and project goals.
• Recruits, trains, and on-boards new employees into team successfully.

Software Engineer
• Led a team in upgrading a legacy Debian based SCADA based server system in order to leverage Amazon Web Services and Canonical LXD containers.
• Developed a migration strategy that involved a thorough assessment of the existing infrastructure, identifying areas for improvement and necessary container based modernization to be compatible with AWS technologies.
• Implemented monitoring and alerting mechanisms to proactively identify any downtime in the upgraded system.
• Utilized AWS services such as Amazon EC2 and Amazon S3 to optimize system performance, scalability, and security.
• Provided comprehensive documentation, training, and support to internal teams for the upgraded, containerized system on AWS.

Associate Software Engineer
• Assisted in the upgrade and enhancement of a patented technology, incorporating the orchestration of remote device controls connected to SCADA servers for improved performance.
• Collaborated closely with internal teams, including engineers, developers, and product managers, to define upgrade requirements and ensure alignment with customer needs as well as design new statistics based algorithms for orchestration.
• Designed and created the back-end of the upgraded product by incorporating a MariaDB database and a TCP based JSON Rust API to communicate with a front-end located on the local SCADA server.
• Developed comprehensive back-end documentation, including: technical specifications, user manuals, API, and training materials, to smooth adoption of the upgraded technology and support front-end development done by other engineers.

Software Developer Intern
• Using the Rust language, designed and developed an automated test program to streamline the regression testing process for an existing product.
• Implemented test result analysis and tracking mechanisms, allowing for identification of regression trends and early detection of product anomalies.

• Using Python3, led the upgrade of a landline modem-based phone SCADA alert software system to leverage Voice over Internet Protocol (VoIP) technology.

For both projects
• Conducted training sessions and provided documentation to enable other team members to utilize the new programs effectively.

Florida Institute of Technology, Melbourne, FL   June 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 post-production in audio or video engineering.

Florida Institute of Technology, Melbourne, FL   August 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 & VOLUNTEERING
- Eagle Scout rank, Boy Scouts of America, June 2016
- Boy Scouts of America Nova Counselor and Supernova Mentor
- Boy Scouts of America Merit Badge Counselor: Digital Technology & Programming
- Club officer positions held:
    o   Treasurer, Florida Tech College Players
    o   Treasurer & Secretary, Florida Tech American Institute of Steel Construction
- SAFC Committee Member, Florida Tech SGA