Jzi Taylor

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Objective

Detail-oriented and tech-savvy computer science student with a strong foundation in user research, system analysis, and software development. Seeking to contribute my technical and analytical skills to a USDOL-registered apprenticeship, while gaining hands-on experience in information systems and technical support.

EDUCATION

Georgia Institute of Technology   *Atlanta, GA* | **08/2020 - 12/2024**
Bachelor of Science, Computer Science | Concentrations: People & Media
Cumulative GPA: 3.07, *Dean's List Fall 2022*
Relevant Courses: User Research Methods, UI Design, Educational Technology, Social/ Behavioral Science for Computing, Info Visualization, Project Design, Data Structures and Algorithms, Prob & Stats, Calculus III

SKILLS

System Analysis & Support: Structured Analysis, Data Modeling, Information Engineering, System Administration, Audits
Programming Languages: Python, Java, JavaScript, HTML/CSS, C
Software & Tools: Microsoft Word, Excel, PowerPoint, Figma, Tableau, Git, Jira, Miro
User Research & Design: Surveys, Usability Testing, Personas, Journey Mapping
Soft Skills: Critical Thinking, Collaboration, Communication

ACADEMIC PROJECTS

Design of Educational Technologies | *Researcher & Designer*   **08/2024 - Present**
- Applied structured analysis and data modeling to identify barriers in music production software.
- Designed and tested solutions to improve system functionality, conducting user research with target audiences.
- Documented findings and created user guides for educational technologies.

Capstone Project: PotExpress | *Team Member*   **08/2022 - 05/2023**
- Conducted structured analysis to identify and align client and user requirements with technical constraints.
- Implemented system monitoring tools to audit application performance and generate user reports.
- Led troubleshooting and debugging efforts to ensure a seamless user experience.

WORK EXPERIENCE

L.M.T Inc. | *Guest Associate & Manager*   **04/2023 - 02/2024**
- Consistently ranked as a top performer by building rapport with customers and identifying their needs through active listening and empathy, skills crucial in user research.
- Regularly communicated insights from customer interactions to supervisors, helping to inform decisions on product placement and promotions.
- Resolved a wide range of customer issues by understanding their pain points and proposing tailored solutions, a key component of user-centered design.

LEADERSHIP

Zeta Beta Tau | *President*   **12/2022 - 12/2023**
- Oversaw all chapter operations, guided 8 executive officers, served as rep to university staff and Alumni

Georgia Tech Office of Minority & Education Development | *Challenge Counselor*   **06/2021 - 07/2021**
- Mentored for 120 matriculating freshmen, aided in office duties, and fostered vertical communication

Eagle Scout | *Project Manager*   **05/2020**