

Justin Taylor

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WORK EXPERIENCE

Senior Software Engineer

Apr 2022 - Present

Press Ganey (via NTT Data)

Ann Arbor, MI

- Develop a system with C# microservices to integrate QR codes into mail surveys, enabling online survey completion, boosting response rates, enhancing data accuracy, and reducing operational costs
- Architect a configurable C# service to centralize data processing for compliance reporting, consolidating transformed regulatory data into a single database, improving system efficiency and data accessibility
- Optimize queries within a microservice by replacing NHibernate with Dapper, reducing runtime for medical compliance report generation from over 14 hours to under 15 minutes
- Redesign a highly used submodule responsible for mail image generation by replacing direct calls with API calls, thereby centralizing updates, and improving version control and compatibility across the system
- Create integration-related REST APIs with C# ASP.NET, as well as event processing using Azure Service Bus, to bridge systems with an acquired analytics company, enabling data flow to their analytics platform

Software Engineer

2020 - 2022

Press Ganey (via NTT Data)

Ann Arbor, MI

- Developed reusable Angular components for common designs, streamlining development processes and improving productivity across multiple teams
- Developed backend logic in a C# WPF application for a mass edit workflow, allowing for the bulk edit of surveys, improving operational efficiency
- Created comprehensive Git workflow documentation to standardize and enhance our team's git process, facilitating smoother collaboration and version control

ERP Application Engineer

2019 - 2020

Bohl Equipment Company

Toledo, OH

- Led data migration using SQL to transform and format company data, achieving a seamless ERP migration

Desktop Support Technician

2014 - 2018

University of Toledo

Toledo, OH

- Created internal tools and scripts using command-line and PowerShell to improve desktop support processes

IT Learning Management Intern

2018

Eaton Corporation

Asheville, NC

- Promoted and administered 70+ online training sessions for an upgrade of Office 365 to over 60,000 employees

Software Developer Co-op

2017

Marathon Petroleum Corporation

Findlay, OH

- Created an ASP.NET C# web application to audit secure trading information
- Optimized SQL queries used in forecasting software, resulting in 15 times faster generation of reports

LANGUAGES AND TECHNOLOGIES

- Languages: C#, Go, TypeScript, Python, Bash, C++, JavaScript
- Technologies: ASP.NET, SQL Server, Azure, Git, NServiceBus, Docker
- Other: Data structures and algorithms, API design, CI/CD

EDUCATION

- **B.S., Computer Science & Engineering**, University of Toledo, Toledo, OH

2014 – 2018