

CHÉ.M. TAYLOR

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SUMMARY

Dynamic and results-driven IT professional with a strong background in technical support, customer service, and project management. Skilled in JavaScript, SQL databases, and business process optimization, with a proven ability to troubleshoot issues and streamline operations. Experience includes resolving technical challenges at Light Goods Holistic Clinic and academic training in Information Systems and Security. Adept at leading teams, making data-driven decisions, and managing projects from concept to completion. A fast learner who thrives in collaborative environments and is committed to delivering effective IT solutions for industries such as healthcare and finance.

SKILLS

- JavaScript
- Analytical Skills
- VPN
- Data Analysis
- Scrum Meetings
- Project Management
- Project Lifecycle
- Project Planning
- CSS
- HTML
- PowerPoint BI
- Microsoft Excel
- SQL databases
- Risk assessment
- Key stakeholder relationship building
- Microsoft Office Suite
- Object-oriented programming
- NetBeans
- Quick to adapt to new technologies
- Team collaboration
- Information systems
- Effective communication
- Decision-making
- IT risk management
- Teamwork and collaboration
- Problem solving
- Customer Service
- Effective Communication
- Adaptability
- Critical Thinking
- Interpersonal Skills

EDUCATION

Mount Mercy University - Cedar Rapids, Iowa **Bachelor of Science**

Information Systems and Security, Business Administration, **18/2025**

- GPA: 3.5 | Dean's List for Academic Performance – Spring 2023, Spring 2024 and Spring 2025

- Relevant Coursework: Database Systems, IT Audit and Control, Data Structures, IT Security and Risk Management, Project Management, Object-oriented programming, Information Systems
- Projects:
 - Applied Project management and Project planning skills to oversee multiple computer science projects
 - Developed interactive front-end web pages with JavaScript, HTML, and CSS
 - Applied object-oriented programming principles in Java to build structured applications
 - Created multiple PowerPoint presentations of high quality for various scrum meetings

Barbados Community College - Eyrie, Howell Cross Road, St. Michael
Associate Degree

Applied Science - Computer Studies, **01/2021**

The Lodge School - St. John
Caribbean Examination Council (CXC)

General Proficiency - English A, Mathematics, Information Technology, Biology, Physical Education, Chemistry, **01/2019**

EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE | 06/2024 to Current

Light Goods Holistic Clinic - Bridgetown, Barbados

- Managed inbound calls and resolved customer inquiries and concerns
- Provided customers with information about products and services in-person and via telephone calls
- Scheduled and followed up on client meetings and appointments
- Processed in-person cash and credit card transactions
- Assisted clients with online orders
- Managed any IT problems within the company

LINE JUDGE | 01/2022 to 01/2024

Mount Mercy University

- Served as a line judge at various volleyball tournaments

ACHIEVEMENTS

- Gold Medalist, Barbados Volleyball Team, 2021
- Gold Medalist, Barbados Youth Volleyball Team (Captain), 2020
- Silver Medalist, The Lodge School Volleyball Team (Captain), 2019
- School League, The Lodge School Cricket Team (Captain), 2018

LEADERSHIP
EXTRACURRICULAR

- Men's Volleyball, Mount Mercy University
- Member, Progressive Volleyball Club
- Captain, Various Volleyball and Cricket Teams – Led teams to multiple medal-winning performances, demonstrating strong leadership and strategic thinking.
- Head boy, Luther Thorne Memorial Primary School

REFERENCES

References furnished upon request.