

Kyle Taylor

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Professional Summary:

Technical Support Engineer / Software Engineer with 4+ years of experience supporting B2B customers, troubleshooting web applications and integrations, and building technical solutions with JavaScript, Python, REST APIs, and SQL. Experienced in partnering with customers and engineering teams to diagnose issues, implement integrations, automate workflows, and clearly communicate complex technical solutions.

Work Experience:

Senior Web Developer (Frontend Engineering, Customer Success, Integrations) **Nov 2024 – Present**
Levitate *Raleigh, NC*

- Supported and deployed 500+ customer websites and integrations, troubleshooting frontend configurations.
- Partnered with customers, Customer Success, and Engineering to diagnose technical tickets, identify root causes, and implement solutions.
- Developed custom JavaScript, HTML/CSS, and API-based solutions to resolve customer requirements.
- Built internal tools and automations to improve implementation workflows and analyze critical data.

Technical Engineer (Frontend Development, Marketing Automation, Integrations) **Feb 2023 – Nov 2024**
MDO Holdings *Raleigh, NC*

- Built and supported web integrations and marketing automation systems contributing to \$8M+ in ETF revenue.
- Configured event tracking and data flows to diagnose implementation issues and improve customer journeys.
- Developed and optimized JavaScript, HTML, and CSS components for customer-facing implementations.

Email Marketing Account Manager (Customer Success, Campaign Execution, Analytics) **April 2022 – Jan 2023**
Incline Marketing *Rexburg, ID*

- Managed 38 B2B client accounts, serving as the primary contact for implementation and optimization.
- Diagnosed campaign and implementation issues and translated customer requirements into technical solutions.
- Used analytics and internal reporting to investigate performance issues and communicate recommendations.

Entrepreneurial & Volunteer Experience:

Founder, Designer, and Developer **Feb 2023 – Present**
Pixel Melon *Raleigh, NC*

- Founded and operate a web development studio delivering responsive, user-focused websites for local businesses.
- Manage the full project lifecycle from discovery to launch, improving client visibility and engagement.

Full-time Volunteer Representative **Nov 2016 – Nov 2018**
The Church of Jesus Christ of Latter-day Saints *Legazpi, Philippines*

- Managed logistics for 60+ housing units and 140 individuals, improving resource allocation and efficiency.
- Achieved fluency in Tagalog through study and practice; mentored peers in leadership and communication skills.

Education:

Bachelor of Science; Business Management, Minor in Finance **Jan 2019 – July 2022**
Brigham Young University – Idaho Cum Laude (GPA: 3.93 / 4.0) *Rexburg, ID*

Software Engineering Certificate **September 2024**
Springboard Software Engineering Career Track

- 9-month mentored program in full-stack development, covering front-/back-end, databases, and algorithms.

Skills:

Languages: JavaScript (ES6+), Python, TypeScript, SQL, HTML, CSS

Engineering: REST APIs, React, Next.js, PostgreSQL, Git, Browser DevTools

Support & Integrations: Technical Troubleshooting, Debugging, API Integrations, Event Tracking, DNS, Customer Onboarding, Technical Communication