


Taylor Silva

Cloud Operations Engineer &
Client Engagement Consultant

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taylor Silva.com 

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Work Experience

Cloud Operations Engineer & Client Engagement Consultant

May 2016 – Present

Prophix (Coding in C#, deploying on AWS, Git for version control)

- Automated deployment and upgrade of Prophix software; reduced deployment and upgrade time by 98% for cloud and development team
- Created application that flags performance issues in Prophix-created OLAP/SQL Server models; reduced time to analyze customer reported performance issues by 60-80%
- Created monitoring service to reset passwords on consultant's local accounts on Prophix cloud instances; eliminated time consultants spent waiting for passwords to be manually reset

Application Support Analyst

May 2014 – August 2015

Prophix (Internship)

- Created knowledge base articles for common issues and questions; reduced time spent on low priority tickets by 20%
- Documented incorrect software functionality and wrote reproducible cases for development. Trained support team on how to write bug reports, reducing turnaround time for development to analyze and accept bug reports

Personal Projects

Singer-go

March 2017

github.com/taylor Silva/singer-go

- The singer-python library (github.com/singer-io/singer-python/) written in Go
- Porting the library over to Go to learn the Singer specification and the Go language

Spotlight (Bitcamp Hackathon)

April 2014

github.com/taylor Silva/spotlight

- A Ruby on Rails application designed to be Twitch for the podcast world. Audio instead of video streaming, with audience interaction via a live chat system using websockets

Mac Textbook Exchange

August 2014

textbooks.taylor Silva.com

- A Kijiji style website made with CodeIgniter, MySQL, and hosted on Linux. Purpose of the site was to help students find other students selling textbooks for their specific class
- Maintained for one semester; closed with over 600 listings by over 400 students

Education

Honours Bachelor of Commerce

DeGroote School of Business, McMaster University

April 2016

- Area of Focus: Information Systems and Computer Science

National University of Singapore

January – April 2016

Study Abroad Semester