Gregg A. Taylor

Technical Director, Solutions Engineer, Enterprise Architect and Technical Educator

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Summary

A well rounded, incredibly knowledgeable, and extremely versatile technology leader. Have worked in numerous technical roles professionally for more than 20 years. Early in my career, I led the development and implementation of an interactive voice response (IVR) system used to generate non-traditional revenue for radio stations as part of a Viacom/CBS subsidiary. This system, at it's peak, generated in excess of $80 million a year in revenue. Ultimately, I oversaw the entire information technology department, including software development, hardware and networking management, and database administration, before leaving and entering the website development field. In more recent years, I have participated in selling, designing, architecting, and implementing websites for dozens of enterprise companies, including several with annual revenues in excess of ten billions of dollars. I was instrumental in establishing the highest revenue generating website implementation practices at my most recent employer. Most recently, I have been engaged in enterprise architecting of website projects as well as starting and running an online, enterprise technology training academy from the ground up.

Work Experience

Americaneagle.com, Des Plaines, IL   Jan 2020 - Nov 2020

Director and Trainer, Eagle Academy

Started Americaneagle.com's training subsidiary, Eagle Academy.
Set up a learning management system that is used for both internal employee and external customer training programs.
Worked with all internal teams and departments at the company in order to define and establish learning paths for company employee growth.
Mentored and trained content creators and other educators.
Worked directly with the marketing and sales teams at Americaneagle.com to market and promote the training academy.
Created and delivered both on-demand and instructor-led training for technical and non-technical courses used by both internal and external training programs.
Worked extensively with third-party companies to establish partnerships for training programs.

Americaneagle.com, Des Plaines, IL   Sep 2019 - Nov 2020

Senior Solutions Engineer

Worked with Americaneagle.com's sales team, architecting, scoping, and pricing works for website development sales proposals.
Assisted with project sales resulting in tens of millions of dollars in revenue for Americaneagle.com over the lifetime of my employment.
Focused primarily on traditional content management systems such as Sitefinity, Kentico Xperience, and WordPress as well as headless content management systems such as Contentful and Kentico Kontent.
Engaged heavily in sales for member association websites and projects involving complex third-party integrations.
Worked post-sale on project implementations for customers in terms of enterprise architecting, strategic planning, and complex DevOps implementations.
Worked closely with Americaneagle.com's strategic alliances and partnerships team vetting and onboarding partner companies and platforms.

Americaneagle.com, Des Plaines, IL   June 2019 - Nov 2020

Technical Director: Sitefinity CMS Team

Oversaw all aspects of the technical side of the the Sitefinity content management system practice at Americaneagle.com.
Acted as a mentor, trainer, and leader for all back-end developers on the team, which included several dozen programmers spread across the world.
Handled all management of back-end development resources in terms of onboarding, scheduling, day-to-day oversight, and performance reviewing.
Heavily engaged with the sales team on all Sitefinity related sales proposals, including presentation of the proposals to potential customers.
Worked directly with the sales team, the project management team, the account management team, and the web operations team as well as company ownership and partnership engagement teams.
Worked directory with customer as an enterprise architect on numerous engagements with clients.
Involved in scoping work, planning project roadmaps, implementing DevOps for automated building/testing/deployment of code, as well a writing technical documents and diagrams.

Note that the Sitefinity practice at Americaneagle.com was consistently the top revenue generating practice at Americaneagle.com during the time that I was in the roles of Technical Manager and Technical Director. Americaneagle.com was recognized as Sitefinity's top revenue generating solution partner as well as Partner of the Year for every one of the last three years this recognition was bestowed on a partner company. In addition to this, dozens of Americaneagle.com's Sitefinity websites received recognition as Site of the Quarter and Site of the Year during this time.

Americaneagle.com, Des Plaines, IL   Jun 2013 - May 2016

Technical Manager: Sitefinity CMS Team

Managed all technical aspects for all projects leveraging the Sitefinity content management system implemented at Americaneagle.com.
Responsible for all onboarding, training, mentoring, day-to-day oversite, and scheduling of all back-end development resources working on Sitefinity based websites at Americaneagle.com.
Worked directly with all roles involved with all Sitefinity project implementation, including project managers, graphic designers, front-end developers, server technicians, quality control analysts, clients, and third-party services providers.
Was involved with dozens of successful project implementation all the way from the sale through the planning, implementation, and launch, to the post-launch support.
Worked directly with sales personnel and potential clients scoping request for proposal (RFP) responses and project proposals, especially those with extremely custom requirements and complex integrations with third-party systems.
Oversaw the development of a websites leveraging the Umbraco Content Management System that featured complex, custom integrations with several third-party services.

Americaneagle.com, Des Plaines, IL   Jan 2011 - May 2013

Technical Manager: idev CMS Team

Assumed the the role of technical manager for a team creating websites using Americaneagle.com's idev content management platform implemented in ASP.NET utilizing VB.NET and C#.
Worked directly with project managers, other team leaders, clients, and third-party service providers on project planning and scoping.
Oversaw all technical aspects of the development of dozens of website project, especially those in the membership associations space.
Worked directly with sales personnel on scoping technical sales and solutions estimations.
Oversaw a team of eight (8) programmers and handled all aspects of training, scheduling, and performance reviews for these developers.
Was involved with every one of the teams projects from the planning phases through the launch and post-launch support of the websites.
Communicated directly with clients as well as third-party service providers on project status and implementation issues.
Assessed all projects in terms of programming effort and made sure the work got done on or ahead of schedule as well as on or blelow budget.

Americaneagle.com, Park Ridge, IL   May 2008 - Dec 2010

Lead Programmer: Sports, Entertainment, and Associations Practice

Worked directly with department managers and project managers on dozens of website projects.
Performed the development planning and implementations for website projects.
Worked directly with both clients and third-party service providers in planning, implementing, testing, deploying, and troubleshooting of website projects.
Oversaw a team of six (6) programmers who implemented websites for professional sports teams (both NFL and NHL), college sports programs, college sports conferences, professional race car programs, professional entertainers, and dozens of membership associations.
Programmed sites in both Classic ASP utilizing VB Script well as ASP.NET utilizing VB.NET.
In addition to the website coding itself, was responsible for the setup, performance tuning, and troubleshooting of Microsoft SQL Server databases.
Programmed complex custom sites with third-party integrations and extremely high traffic demands.

Americaneagle.com, Park Ridge, IL   Jul 2006 - Apr 2008

Senior Programmer

Worked alongside other senior programmers and directly with project managers performing back-end programming of websites using Classic ASP with VB Script.
Oversaw the onboarding and training of several new to the company programmers.
Provided mentorship and oversaw the programming work for several programmers under my leadership.
Personally programed dozens of custom, dynamic websites using Classic ASP with VB Script that connected to Microsoft SQL Server.
Responsible for all custom programming and database management of the websites I worked on as well as deployment to production environment as well as troubleshooting of any issues.
Worked on websites for all types of business but focused heavily on the implementation of websites for membership associations that integrated with top association management systems such as netFORUM, iMIS, and Aptify.

Americaneagle.com, Park Ridge, IL

Nov 2005 - Jun 2006

Programmer

Worked under the guidance of a senior programmer performing back-end development of numerous websites.

Designed, coded, tested, troubleshot, and deployed custom dynamic web sites using Classic ASP with VB Script interfacing with Microsoft SQL Server.

Wrote and debugged all VB Script website code, as well as some JavaScript, HTML, and CSS for the websites I developed.

Designed, created, and performance tested all database objects including tables, stored procedures, and indexes for the website I developer.

Responsible for ongoing maintenance and coding enhancements for the websites I developed.

Spark Network Services (Viacom/CBS), Evanston, IL

Jan 2003 - Nov 2005

Senior Engineer

Converted the company's MatchLink™ website product from classic ASP to ASP.NET.

Designed, documented, coded, and tested the Infinity Radio Talent Engine (IRaTE) as an ASP.NET plug-in for Infinity Broadcasting's SharePoint intranet portal to be used by radio station management as a way of tracking radio talent.

Upgraded the company's MatchLink™ IVR product from Edify 7.0 to Edify 8.5 and added new functionality to the system.

Assisted in planning and coordinating a move of the company's on-premises data center to an external colocation data center facility.

Spark Network Services (Infinity Broadcasting), Evanston, IL

Aug 1999 - Dec 2003

Programmer Analyst

Lead the development of a complete rewrite of the MatchLink™ IVR product from the ground up using Electronic Workforce 7 from Edify Corporation.

Managed a small team of internal and consultant developers to complete the project on time and under budget.

Documented all business rules, diagrammed all call flows, specified and documented the database schema, coded all of the data access components, and coded many of the presentation components.

Supported the MatchLink™ IVR product, including all troubleshooting, upgrading, and enhancements to the system.

Developed an application for the MatchLink™ IVR affiliate system administration using Microsoft Visual Basic 6.0 which was used primarily by the sales, marketing, and client/customer support groups.

Ported the company's MatchLink™ website product database from Microsoft SQL Server to Oracle database technology.

The database conversion required the rewriting of over 600 stored procedures.

Developed new functionality for the MatchLink™ website product in classic ASP using VB Script.

Spark Network Services (CUC International/Cendant Corporation), Evanston, IL

Apr 1997 - Aug 1999

Senior Applications Administrator

Planned, coordinated, and executed the merger of over 20 Oracle database systems running on OS/2 Warp to one Oracle database system running on Sun Solaris in order to facilitate reduced maintenance and enhanced performance in the company's MatchLink™ IVR product.

Performed quality assurance testing of all software products being developed.

Responsible for development and execution of most ad-hoc and scheduled reports.

Developed and maintained several REXX and VX-REXX applications for the operations, production, and IT departments.

Plextel Telecommunications (Predecessor of Spark Network Services), Evanston, IL

Jan 1996 - Mar 1997

Applications Administrator

Administered an office network of desktop computers and servers running OS/2 Warp.

Performed Oracle database maintenance, including client and server installation, configuration, backups and restores, as well as troubleshooting.

Performed application administration, including installation, support, and troubleshooting of custom and commercial desktop and server software.

Administered telecommunications systems, including an NEAC 2400 PBX/ACD, Centrex phone lines, and T1/T3 services.

Performed quality control duties on custom developed software.

Argonne National Laboratory, Argonne, IL

Jan 1995 - Dec 1995

Graduate Research Assistant

Worked on the design, construction, and operation of a custom high-temperature/high-pressure furnace used for the synthesis of one-layered mercury-containing high-Tc superconducting oxides.

Education

Northwestern University, Evanston, IL
1991 - 1995

M.Sc

Research focused on Solid State Inorganic Chemistry and High Temperature Superconductivity under the guidance of Dr. Kenneth R. Poeppelmeier.

Marietta College, Marietta, OH
1987 - 1991

B.Sc

Majored in Chemistry, minored in both Math and Physics

Oakton Community College, Des Plains & Skokie, IL
2019 - Present

Ongoing Education

Taking courses in computer science and electrical engineering.

University of Minnesota-Twin Cities, Minneapolis, MN
1990 - 1990

Lando Chemistry Summer Research Fellow

Research focused on Theoretical and Computational Chemistry under the guidance of Dr. Donald G. Truhlar.

The College of Wooster, Wooster, OH
1989 - 1989

Summer Research Fellow

Research focused on Physical Chemistry under the guidance of Dr. Sally R. Hair.