

# Taylor Soloway

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## PROFESSIONAL EXPERIENCE

### Graduate Teaching Assistant

Florida State University | August 2023 - Present

- Be the first contact for students regarding questions or concerns about class assignments and exams
- Grade assignments and provide necessary feedback for students' overall success
- Answer students questions thoroughly and in a timely manner
- Provide support to the professor in all areas

### Student Intern

Palm Beach County Sheriff's Office | May 2023 - August 2023

- Took part in the ride-along program and observed the daily duties of the officers
- Assisted in the process of writing a citation
- Went on sight to vehicle crashes and observed how an investigation takes place
- Observed the lab where they test samples taken from different crime scenes

### Community Support Agent

Retention Brands AT, LLC | August 2022 - Present

- Respond to customer queries in a timely and accurate way, via email support
- Identify customer needs and help customers use specific features
- Update our internal databases with information about technical issues, address changes and useful discussions with customers
- Monitor customer complaints reach out to provide assistance
- Share feature requests and effective workarounds with team members
- Inform customers about new features and functionalities
- Follow up with customers to ensure their technical issues are resolved
- Gather customer feedback and share with our Product, Sales and Marketing teams

### Research Project Manager

Florida State University | February 2022 - August 2023

- Get in touch with participants to schedule interviews with a Research Assistant
- Manage eight different Research Assistants' schedules and assign them different interviews
- Train Research Assistants in cortisol data collection
- Interview participants in the study using laid out questions
- Upload all interview files to SharePoint and review all video files

## EDUCATION

### Master of Science in Human Development and Family Sciences

Florida State University, Tallahassee, FL |  
August 2023 - Present

### Bachelor of Science in Psychology

Florida State University, Tallahassee, FL |  
June 2020 - August 2023

### Bachelor of Science in Criminology

Florida State University, Tallahassee, FL |  
June 2020 - August 2023

## KEY SKILLS

- Qualitative Research
- Written and verbal communication
- Teamwork
- Adaptability
- Technical: Microsoft Office (Powerpoint, Word, Excel)

- Organize data into three major categories; use Excel to arrange information
- Attend SPSP Convention in February 2023 to present findings

## **Teaching Assistant**

Florida State University | August 2022 - December 2022

- Evaluate students' assignments and overall performance
- Effectively communicate with professor in regards to grade changes and new assignments
- Provide appropriate feedback on work
- Maintained students' progress and communicated swiftly with students via Email