

Mckay Z. Taylor

Product & Technical Project Manager
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Outcome-driven product and systems leader with experience delivering custom software solutions across diverse industries. Strong background translating ambiguous business problems into scalable technical systems and operational improvements.

Experience

Project Manager, *Trailguide Digital* - Remote | August 2022 – Present

- Lead end-to-end delivery of custom software implementations and ongoing platform maintenance for clients across finance, education, nonprofit, healthcare, and sales organizations.
- Own problem discovery, requirements definition, and solution design, translating ambiguous business challenges into scalable systems using the Zoho platform.
- Serve as the primary point of accountability between clients and development teams, aligning scope, priorities, and timelines to ensure successful delivery.
- Delivered 10+ custom solutions with strong client retention, resulting in ongoing maintenance engagements and repeat project work.

Software Implementation Consultant, *Freelance* - Remote | May 2022 – Present

- Design and deliver custom business systems independently, owning discovery, configuration, and deployment.
- Develop custom applications, integrations, and automations to support core operational workflows.
- Work directly with clients to define requirements and refine solutions based on real-world usage.

Plant Engineering Manager, *Niagara Bottling* - Middleburg, FL | August 2021 – April 2022

- Managed internal maintenance teams and external contractors supporting plant operations, equipment startups, and facility infrastructure.
- Oversaw allocation and distribution of \$600K+ annually across maintenance and service contracts.
- Supported successful startup of a new manufacturing facility while maintaining production performance and operational reliability.

Manufacturing Development Program, *Niagara Bottling* - Los Lunas, NM | June 2020 – August 2021

- Led continuous improvement initiatives focused on operational efficiency, cost reduction, and process reliability.
- Delivered measurable improvements including increased operator availability and reduced material and energy waste.
- Served as Production Supervisor, leading a team of operators and supporting day-to-day production performance.

Product Quality Engineer Intern, *Viasat* - Carlsbad, CA | May 2019 – August 2019

- Implemented process to improve efficiency in receiving and inspection, saving 9000 hours and \$390,000.
- Assessed the quality risk and determined the appropriate disposition to over \$9M of untraceable components.

Student Manager/Head Mechanic, *BYU Outdoors Unlimited* - Provo, UT | August 2015 – April 2019

- Directly responsible for employee and customer satisfaction in all aspects of the business.
- Trained during staff meetings, organized employee schedules, resolved all challenges and needs of staff.

Education

B.S. Degree – **Manufacturing Engineering Technology** – *Brigham Young University* – April 2020
Business Management, Minor

Skills & Certifications

- **Product & Delivery:** Requirements discovery, system design, stakeholder management, cross-functional delivery, Agile delivery.
- **Tools & Platforms:** Zoho One (Admin Certified), Lucidchart, Oracle ERP, Microsoft Office.
- **Certifications:** Zoho One Admin • Lean Six Sigma Yellow Belt.