

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.