Michael Ericson

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SKILLS

JavaScript, Python, React, Redux, HTML, CSS, Node.js, Express.js, SQL, SQLite3, PostgreSQL, Git, Heroku, Sequelize, Markdown, GIT, Linux, Windows, Software design, Data Analysis, Tech Support, Microsoft Office, Database Administrator, Teamwork/Interpersonal skills

PROJECTS

Feedler | (*JavaScript, HTML, CSS*)   **live | github**
- Built a clone of Feedly named Feedler that parses RSS Feeds in order to fully fill a database of articles
- Allows displaying users articles by feed, sources and all articles connected to the user.

!Discord | (*JavaScript, Python, HTML, CSS*)   **live | github**
- Built a clone of Discord named !Discord with a group of 3 others
- Allows full chat in multiple servers and their channels using sockets
- Custom Server and Channel creation

Clickr | (*JavaScript, HTML, CSS*)   **live | github**
- Built a clone of Flickr named Clickr that has profile and photo support
- Allows creating a profile with multiple photos with titles and descriptions
- Each photo has comments with inline comment editing for each comment you have made

EXPERIENCE

Technical Support Specialist, *Aflac, Columbus, GA*   Nov 2017 - January 2020
- Provided support and maintenance via telephone/remote session for software/hardware
- Wrote scripts/bat files with documentation for coworkers in order to speed up creation of basic tickets and fix issues which reduced team's overall ticket queue time by 15%
- Performed troubleshooting and system setup for Aflac users across locations
- Supported Internal Employees and External Agents on multiple different systems across the Aflac network
- Assisted in the development of solutions for customer service improvements
- Learned new systems and procedure changes over time in order to keep up with new technology

Communication Administrator, *Central Carolina REALTORS® Association, Columbia, SC*   May 2016 - January 2017
- Provided tech support and troubleshooting for associates and clients through email and phone
- Worked with the internal database systems to update client information and troubleshoot issues using scripts, reducing manual effort time by 75%+ for all team members
- Documented procedures for new tech and built checklists for common tasks to improve office efficiency
- Statistically calculated increases in web traffic and correlated it to specific web pages that needed improvement for a better overall client experience
- Created customer newsletters and promotional emails using HTML templates and hyperlinks
- Communicated with Supra vendor and clients on lockbox database and product troubleshooting
- Member of a team for planning and organizing large events
- Automated processes with scripting to increase rate of results delivery to the clients from the associates

EDUCATION

Georgia College & State University - *Bachelors of Business Administration, Management 2014*