

Michael Ericson

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[LinkedIn](#)

[Github](#)

SKILLS

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

PROJECTS

Feeder | (*Javascript, HTML, CSS*)

[live](#) | [github](#)

- Acquired articles from RSS feeds via parsing in order to fully fill a database of articles with extra metadata scraped using Axios and cheerio
- Allowed displaying users articles by feed, sources, saved and all articles connected to the user from the express.js backend which stores data using PostgreSQL
- Showed articles in order of newest first and if they are unread by sorting by pub date after pulling unread articles from the database using Sequelize and previously web scraped pub date

!Discord | (*Javascript, Python, HTML, CSS*)

[live](#) | [github](#)

- Created custom servers and channels with a signed in account so you can communicate with anyone over the messaging system and add friends via post requests and thunks
- Automatic detection and embedding of Youtube, jpg, gif and png links using regular expression to find links and set the proper embedding
- Seeded fake users and messages using a hundreds of lines of written conversations pulled from a json file so all channels look used and full of life that matches the purpose of the channel

Clickr | (*Javascript, HTML, CSS*)

[live](#) | [github](#)

- Allowed creating a profile with multiple photos with titles and descriptions using forms and a PostgreSQL database for storage and express.js for post and get requests
- Allowed creating photos and comments with inline comment editing for each comment you have made using useStates to show and hide comment editing boxes directly above the comment you want to edit
- View full photo pages with all of a users photos and a view of their username, profile photo, and join date which is all pulled from the database by making API calls through thunks middleware and stored in redux state

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

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
- 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