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**](https://kingape714.github.io/Word-Scramble/) **|** [**github**](https://feedly-clone.herokuapp.com/)

* 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**](https://kingape714.github.io/Word-Scramble/) **|** [**github**](https://feedly-clone.herokuapp.com/)

* 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**](https://click-r.herokuapp.com/) **|** [**github**](https://github.com/Concrete18/Clickr-clone-of-Flickr)

* 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*