MISHELLE ESSER

SOFTWARE ENGINER || DATABASE DESIGNER

571.969.2994
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TECHICAL PROFICIENCY

- JavaScript, HTML, CSS
- React, Express
- Mongo Database
- Oracle, SQL, Access
- API, GitLab, Postman

TECHICAL KNOWLEDGE

- Java
- Python
- Google Cloud
- AWS
- GraphQL
- Kubernetes

TECHICAL CERT

- **Oracle 1z0-071** Database SQL DBA Associate Certified (Oct 2022)

OBJECTIVE

Dedicated and driven Software Development Engineer committed to advancing organizational objectives by redefining customer experiences and cultivating a resilient engineering culture. Seeking to apply expertise in conceptualizing, architecting, and fortifying critical elements of the company's platform while emphasizing user-friendly design and sustainable maintenance practices.

TECHICAL SKILLS

- Proficient in the Software Development Life Cycle (SDLC)
- Skilled in Web Development using HTML, JS, CSS, and the MERN stack
- Experience in deployment, integration testing, and debugging
- Familiarity with setting up APIs and deploying code with GitHub
- Competent in designing, developing, and integrating relational databases
- Proficient in managing IT departments and strategic planning
- Experienced in hardware and software troubleshooting
- Proficient with Microsoft Office Applications

EDUCATION

- **Per Scholas Software Engineering** *Certificate of Completion*
- LinkedIn Python Essential *Certificate of Completion*
- PostgreSQL Essential *Certificate of Completion*
- **Master of Science, Management Information Systems**, University of Maryland University College, MD, 2001
- **Bachelor of Science, Business Information Systems**, University of Alabama at Birmingham, Al 1992

PROFESSIONALEXPERIENCES

- Assisted government clients with IT requests and requirement which increased 20% in customer satisfaction
- Converted a large legacy to a user-friendly front ends database system resulting in 50k saving

- Created, maintained and generated **SQL, Oracle,** MS Access databases, forms, queries, triggers and reports. Controlled user access, roles, and secured databases. Trained end users in new systems
- Designed and maintained company website for customer call center to automate work log
- Researched, composed re-compete contract proposal, and ***obtained ISO Certification*** resulting in winning the continual contract.
- Managed and monitored mainframe, Windows hardware, software, PCs, servers and other infrastructure to ensure seamless operation
- Oversaw IT budget for cost-effectiveness. Procured, installed clients' hardware and updated software
- Monitored and performed testing, report analysis, and modifying systems for operation efficiency
- Trained users in programming using GUI languages, focusing on application development, narrative construction, and application programming interface
- Conducted ongoing assessments to evaluate user proficiency and delivered constructive feedback
- Identified and evaluated risk analysis and vulnerabilities. Developed network disaster recovery plan and backup procedures
- Developed, implemented and enforced compliance of IT security policies for the entire university
- Investigated in security policy violation breaches.

WORK HISTORY

Capital Baptist, Falls Church, Va   2012-2014

Computer Specialist at Capital Baptist

Kaiserslautern, Germany   1999-2003

IT Administrator Manager

University of Texas, El Paso, TX   1998-1999

Information Security Officer

Pinkerton Consultant, Richmond, VA   1997-1998

IT Consultant & Programmer