

# MISHELLE ESSER

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SOFTWARE ENGINEER || DATABASE DESIGNER

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## TECHICAL PROFICIENCY

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

## 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.

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## TECHICAL SKILLS

- Software Development Life Cycle (SDLC)
  - Web Development (HTML, JS, CSS, REACT) with MERN stack
  - Deployment, integration Testing & Debugging
  - Setup API's, deploy codes with GitHub
  - Design, develop, integrate relational databases
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  - Management of IT Department
  - IT Strategic Planning and Coordination
  - IT Proposal, Solicitation, Procurement
  - Strategic Planning & Coordination
  - Project Design and Implementer
  - Risk Analysis and Problem Solver
  - PCs & Server Installation
  - Hardware Software Troubleshooting
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## 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
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## 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.

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## WORK HISTORY

<b>Capital Baptist, Falls Church, Va</b>	2012-2014
<i>Computer Specialist at Capital Baptist</i>	
<b>Kaiserslautern, Germany</b>	1999-2003
<i>IT Administrator Manager</i>	
<b>University of Texas, El Paso, TX</b>	1998-1999
<i>Information Security Officer</i>	
<b>Pinkerton Consultant, Richmond, VA</b>	1997-1998
<i>IT Consultant &amp; Programmer</i>	