MISHELLE ESSER

SOFTWARE ENGINER || 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

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

- Software Development Life Cycle (SDLC)
- Web Development (HTML, JS, CSS, MS SQL)
- Integration Testing & Debugging
- Management of IT Department
- Executive Communication and Decision Making
- 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

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	