**MISHELLE ESSER**

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**OBJECTIVE**

Dedicated and driven Software Development Engineer committed to advancing organizational objectives by redefining customer experiences and cultivating a resilient engineering culture. Seeking to take responsibility for designing, creating, testing, and maintaining websites and content. Focus on enriching and optimizing the exchange of information, ensuring effective communications between the government and customers. Leveraging extensive experience in software development, web technologies, and IT management to contribute to company’s success by implementing innovative solutions that meet both practicality and performance objectives.

**TECHNICAL SKILLS**

**Strength And Skill Highlights**

* 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

**Technical Proficiency**

* JavaScript
* Oracle SQL
* PostgreSQL
* MYSQL
* MS Access Visual Basic
* Python
* Java
* MongoDB
* React
* Express Server
* Kubernetes
* AWS

**CERTIFICATION**

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

**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 1994

**PROFESSIONAL EXPERIENCES**

* Assisted government clients with IT requests and requirement which increased 50% in customer satisfaction
* Converted a large legacy to a user-friendly front ends database system resulting in 50k savings
* Created, maintained **SQL, Oracle,** databases, forms, queries, triggers and reports. Controlled user access, roles, and secured databases, conducted staff training on the new processes
* Planned, designed and maintained website using HTML, Visual Basic to streamline customer requests and to automate work log. Completed with user training and technical document
* Researched, composed re-compete contract proposal, provided IT Planning and deployment. ***Obtained ISO Certification*** resulting in winning the continual contract
* Managed and monitored mainframe, Windows hardware, software, PCs, servers and other infrastructure increasing operations productivity by 15%
* 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 and company
* 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*