**MISHELLE ESSER**

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[linkedin.com/in/esser-mishelle](https://www.linkedin.com/in/esser-mishelle/) || [github.com/EsserMishelle/2023-10-NCR-WISE](https://github.com/EsserMishelle/2023-10-NCR-WISE)

**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.

**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
* Python
* Java
* VMWare
* MongoDB
* Google Cloud
* React

**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 1992

**PROFESSIONAL EXPERIENCES**

* 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*