**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.

**SKILLS**

**Strength And Skill Highlights**

* IT Department Management
* Executive Communication and Decision Making
* Web Development
* IT Strategic Planning and Coordination
* IT Proposal and Solicitation
* Procurement and Purchase
* PCs & Server Installation
* Hardware Software Trouble- shooting

**Technical Proficiency**

* HTML
* JavaScript
* SQL
* Oracle SQL
* PostgreSQL
* MYSQL
* MS Access
* Python
* Java
* VMWare
* MongoDB
* Google Cloud
* React

**TRAINING AND CERTIFICATES**

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

**Per Scholas** **Software Engineering** Certification of Completion

**PROFESSIONAL EXPERIENCES**

* Managed IT staff and IT mainframe, Windows hardware, software, servers and all other infrastructure and services
* Assisted government clients with IT requests and requirement and monitored performance
* Oversaw the IT budget and ensure cost-effectiveness. Researched and procured hardware and software, when necessary.
* Monitored, provided daily troubleshooting on hardware, software, and server operations and coordinated technology installations, upgrades, and maintenance for end-users and clients.
* Performed testing, troubleshooting, report analysis, and modifying systems for operation efficiency
* Identified and evaluated risk analysis to develop a network disaster recovery plan and backup procedures
* Created, maintained and generated **SQL, Oracle, MS Access** databases, queries and reports
* Secured database by preparing access and control policies and procedures and implementing disaster recovery procedures
* Designed and maintained company website for customer call center. Researched, composed and provided the re-compete contract proposal. ***Obtained ISO Certification***
* Supported the recompete process in IT proposal and won the continual contract.
* Designing websites using ***HTML and SQL databases.*** Converted the large legacy database system to SQL and using Microsoft Access as user-friendly front ends.
* Trained students in computer programming using Alice programming language, focusing on application development, narrative construction, and interactive gaming.
* Leveraged 3D graphics and a Graphical User Interface (GUI) to immerse users in their inaugural programming encounters. Conducted ongoing assessments to evaluate user proficiency and delivered constructive feedback accordingly.
* Developed and revised computer security policies for the university.
* Conducted security testing and ensured the staff and administrators complied with the security guidelines.
* Assisted in system auditing for risk and vulnerability analysis.
* Investigated in security policy violation breaches. Conducted security awareness training.
* Secures database by controlling user access, documented policies and procedures, and implementing disaster recovery procedures. Coordinated with clients for ad-hoc reports, triggers, procedures. Trained end users in forms, queries and reports. Provides technical support to employees.
* Resulted in 50k saving in database conversion.

**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*

**Education:**

* 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